

CITY *OF* LANSING 2019 ANNUAL REPORT



Updated January 10, 2020



Andy Schor, Mayor

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FROM THE MAYOR

Leading the City of Lansing is an extraordinary job, and we owe it to our residents to work hard every day to make this city a wonderful place to live. In the second year of my administration, we maintained the fast pace of the first year. We were thrilled to announce \$280 million in construction and permit activity in 2019, tripling the activity from 2018. We worked on myriad large projects including Red Cedar, the new McLaren campus, the new downtown Meijer grocery store, Courtyard by Marriott Hotel and housing as well as many other great projects.

We instituted a new parking app for Downtown Lansing allowing residents and visitors to update their parking session from a meeting or coffee shop. While the app will continue to take some getting used to for some folks, we are continuing to work with Downtown Lansing, Inc. and our downtown businesses to ensure a smooth transition.

It continues to be critical for us to focus on maintaining and upgrading our infrastructure. We improved 5.47 miles of major streets and 9.32 miles of local streets. We continued combined sewer overflow work on the south side. We focused on trip hazards and creating “wedges” for sidewalks to ensure our community remains safe and walkable.

We worked alongside the Financial Health Team and City Council to create the position of Chief Strategy Officer to work on legacy costs and financial efficiencies citywide. This position has become a critical member of my cabinet, working with each department to ensure we are managing our finances appropriately and working more efficiently.

Our Chief Administrative Officer/Chief Labor Negotiator worked diligently to settle three of our six union contracts, and we eliminated retiree health care for new hires in two new bargaining units. We are grateful to our employer partners for working with us to ultimately reduce our legacy costs and ensure we can afford to support our retirees.

We established a parks foundation to ensure we can fund parks adequately well into the future. We also created two new wonderful parks: Beacon Park near the Southside Community Coalition and Rotary Park downtown near the Lansing Center. We are thrilled for residents and visitors to enjoy our new parks.

Upon entering year three we anticipate more economic growth, more neighborhood engagement, and for Lansing to continue to grow and thrive.



Andy Schor, Mayor

ASSESSING

Sharon Frischman, MMAO, Director

Department Description

The Assessing Department is responsible for the annual valuation and assessment of all real and personal property located within the City of Lansing. Each year, the Assessing Department prepares and certifies the ad valorem (according to value) assessment roll and the special acts (incentives) assessment rolls in accordance with the Compiled Laws of the State of Michigan.

The City of Lansing has 40,856 real property parcels, 2,300 exempt properties, and 3,000 personal property parcels.

The composition of ad valorem property count is as follows:

- | | |
|---------------------|-------------------------|
| • Agricultural | Less than 1% (1 Parcel) |
| • Commercial | 6% |
| • Industrial | 1% |
| • Residential | 82% |
| • Personal Property | 6% |
| • Exempt Property | 5% |

Industrial Facilities certificates, Neighborhood Enterprise Zone certificates and OPRA certificates are valued and tracked. The Assessing Department is responsible for creating invoices for Payment in Lieu of Taxes (PILOT) holders; track the Tax Increment Finance Authority (TIFA), Brownfield developments. OPRA accounts and provides data for the invoices for the Principal Shopping District. This group also completes Industrial Facilities Act, Obsolete Property Rehabilitation Act (OPRA) reports for State of Michigan compliance. There are 588 parcels on the special acts roll, the composition of the parcel count is as follows:

- 281 County land bank sale properties
- 19 County land bank sale brownfield properties
- 23 P.A. 328 accounts
- 201 Neighborhood Enterprise Zone properties
- 36 Obsolete Property Rehab properties
- 28 Industrial Facilities exemptions

The department also tracks 45 Tax Capture districts.

The total assessed value of the ad valorem (according to value) and special acts (tax incentives) rolls was \$2.651 billion. The total combined taxable value of the ad valorem and special acts parcels located within the jurisdiction of the City of Lansing was \$2.247 billion for tax year 2019. The 2019 taxable value increased more than 4% from 2018.

The composition of assessed value is as follows:

- | | |
|---------------------|--------------|
| • Agricultural | Less than 1% |
| • Commercial | 34% |
| • Industrial | 5% |
| • Residential | 55% |
| • Personal Property | 6% |

The Assessing Department is responsible for listing the legal descriptions for almost 45,000 properties. The department must determine the value of more than 45,000 real and personal property parcels as well as determine the correct capped and taxable value for these properties for the annual tax rolls. Property information must be confirmed and updated. Building permits must be monitored and properties must be inspected for new construction or demolition.

- The Assessor's office visited approximately 2,500 properties during 2019. The purpose of the visits were to follow up on building permits and/or update property information.
- Approximately 40 million dollars of new construction was added to the assessment/ tax roll.

The Department must maintain ownership information, track transfers of ownership, Principal Residence information, Veterans' exemptions, general property tax exemptions and personal property exemptions.

- Approximately 2,800 transfers of ownership were processed in the last 12 months. Principal Residence exemption requests were also processed with these transfers.

The Assessing Department handles all Michigan Tax Tribunal appeals until they reach the point of a full Tribunal trial.

Accomplishments

The Department continues to refine and document uniform operating procedures.

Verification of property information is a high priority for the department. During 2019, a summer college intern began collecting and verifying property data. We will continue this process annually to establish a system of visiting property on a rotating schedule at least every 10 years.

A partnership with the University of Michigan yielded some great ideas to engage taxpayers. We look forward to implementing these ideas next year.

The department has struggled with retirements. Open positions have been difficult to fill. We are currently fully staffed with a combination of contract and full time employees. Training for new and existing staff is on-going.

ECONOMIC DEVELOPMENT & PLANNING

Brian McGrain, Director

Department Description

The primary objective of the Department of Economic Development and Planning (EDP) has been to stabilize the City's economic base and, through continued planned and directed development, "grow" that base to a level capable of providing continuous support for the City's services and infrastructure. The Department consists of six separate divisions:

- Administration;
- Building Safety;
- Code Enforcement;
- Parking Services;
- Planning; and
- Development Office.

Additionally, DLI, LEAP, and LEPFA report indirectly through EDP.

The Building Safety Office is operated as a Special Revenue Fund, per State Law. Building safety is responsible for all structures in the city and ensures the safety of such structures, whether they be new, existing, or at the end of their useful life.

Code Enforcement serves to protect the health, safety, and welfare of Lansing residents through the preservation and improvement of the housing stock by assuring safe, decent, and sanitary housing while preserving the integrity of Lansing neighborhoods.

The Parking Services Office encompasses the operation of the municipal fee-based parking system. Parking Services Office provides economical parking options for downtown workers and visitors.

Planning has a broad role in facilitating orderly development and growth across the city. This division oversees development, implementation, and review of the city's Master Plan. Planning functions include comprehensive planning, site plan review, flood plain review, zoning review, historic preservation, public infrastructure, and review of economic development projects.

Coordination of housing and neighborhood improvement activities are primarily handled under the City's Community Development Block Grant (CDBG) or various federal and state housing assistance programs. The traditional allocation of CDBG, HOME, and the Emergency Solutions Grant Program are federally funded programs, administered by the Development Office. In addition to these programs, the Development Office administers various grants, such as Floodplain Abatement FEMA, Lead Based Paint Abatement, and Blight Elimination – Hardest Hit Funds programs.

Overall, the Department supports the following boards or commissions:

- Planning Board;
- Zoning Board of Appeals;
- Historic District Commission;
- Demolition Board;
- Plumbing Board, Mechanical Board, and Electrical Board; and
- Building Board of Appeals.

The Department has worked closely with additional agencies to facilitate development in the City, such as:

- Ingham County Land Bank Fast Track Authority
- LEAP
- Tri-County Regional Planning Commission
- Neighborhood-based nonprofits

We are pleased to share with you information from each division of the department at this time.

Building Safety

The staff of the Building Safety Office (BSO) are responsible for enforcement of the STILLE-DEROSSETT-HALE-SINGLE STATE CONSTRUCTION CODE ACT, Act 230 of 1972, known as the Michigan Building Code 2015, which includes reviewing construction documents, the issuance of electrical, mechanical, plumbing, and building permits, and performing all required inspections. The purpose of the Building Code is to establish the minimum requirements to safeguard the public health, safety and general welfare by ensuring the structural strength, means of egress facilities, stability, sanitation, adequate light and ventilation, energy conservation, and safety to life and property from fire and other hazards attributed to the built environment and to provide a reasonable level of safety to firefighters and emergency responders during emergency operations.

The BSO utilizes online permit applications for the majority of permits along with requests for inspections and electronic plan reviews. This process is intended to better serve the public, contractors and design professionals through the City's AccessMyGov web portal.

Our accomplishments for 2019 (actual year-to-date numbers through December 3) include:

Permits – the BSO has issued 7,682 permits.

Electrical Permits:	1,745
Mechanical Permits:	2,052
Plumbing Permits:	1,770
Building Permits:	1,977

Plan Reviews – the BSO has conducted 2,016 plan reviews.

Commercial Building Plan Reviews:	256
Commercial Electrical Plan Reviews:	230
Commercial Mechanical Plan Reviews:	218
Commercial Plumbing Plan Reviews:	219
Residential Plan Reviews:	1,092

Demolition Permits – the BSO has issued 63 demolition permits.

Commercial:	19
Residential:	44

Sign Permits – the BSO has issued 75 sign permits.

Site Plan Reviews – the BSO has reviewed 31 Site Plans.

Inspections – the BSO has conducted 12,447 permit related inspections.

Electrical:	2,563
Mechanical:	2,554
Plumbing:	2,783
Building:	4,547

All numbers reported above, with the exception of demo permits, exceed 2018 numbers (and again, are not final year-end numbers).

Other Activities of the Building Safety Office include:

- Preconstruction meetings with Developers, Design Professionals, and Contractors.
- Staff participation on committees and other organizations that further the education in the trades of our staff.
- The Building Official, Field Inspectors and Plan Review staff continue to attend educational seminars to earn State of Michigan ACT 407 credits that are required to maintain their registration as inspectors.
- The BSO supports the State of Michigan by providing investigative services in regard to licensing complaints and inspection services for liquor license transfers.
- The BSO staff provides technical expertise and supports the Building Board of Appeals, Electrical Board of Appeals, Mechanical Board of Appeals, and Plumbing Board of Appeals.

Assistance to Other Departments:

- The BSO supports the City Attorney by providing expert witness services and Freedom of Information Act document search, retrieval and reproduction.
- The BSO provides inspection services and technical expertise and assistance to the Development Office, CDBG rehabilitation programs.
- The BSO provides permitting and inspection services for the Zoning Office in the administration of the Lansing Sign Code.
- The BSO assists the Fire Marshal's Office with plan review, occupancy classification, and the setting of maximum occupant load in assembly occupancies. The BSO provides inspection services in conjunction with the testing and operation of automatic fire suppression and fire alarm systems.
- The BSO supports the Lansing City Clerk by providing inspection services for Cabaret License issuance and renewals as well as liquor license transfers.

The BSO has also provided many man-hours and conducted hundreds of inspections that are not reflected in the above data to support other departments of the city. The majority of untold hours and inspections have been primarily for support to the Clerk's Office regarding licensing requirements.

Code Enforcement

The mission of the Code Enforcement Office is clear: "To protect the health, safety and welfare of Lansing residents through the preservation and improvement of the housing stock by assuring safe, decent and sanitary housing while preserving the integrity of Lansing neighborhoods." It is through the dedicated efforts of the eighteen full-time staff members, working in conjunction with neighborhood organizations and in cooperation with numerous other agencies, that we are able to accomplish our objectives and work to strengthen our neighborhoods.

Assuring Quality Housing

Through the enforcement of the International Property Maintenance Code, our ten Code Enforcement Officers and four Premises Officers, under the direction of the Manager of Code Enforcement, continue to accomplish the multifaceted tasks of rental housing, safety, exterior, and premises inspections for all residential properties in the City. Our officers conducted 5,382 rental certification inspections representing more than 15,000 dwelling units with a 96% compliance rate. As part of our routine inspections over 20,000 residential smoke alarms were tested to assure the proper operation of this life saving device. In addition, 958 safety inspections, of both rental and owner occupied dwellings, were conducted as well as 139 correction notices issued for exterior violations. Our office also issued 1,343 Failure to Register letters and 1,764 Failure to Comply letters this year. In total the Code Enforcement Office issued 25,863 violation and inspection notices this year.

Enhancing the Visual Environment

During 2019, the Neighborhood Enhancement Action Team (N.E.A.T. Team) continued to actively monitor and process more than 414 unsafe, substandard, and vacant properties requiring 4,900 exterior inspections. In addition, Code Enforcement and Premises Officers secured 431 open and accessible structures, thus assuring the public's safety and preservation of property.

The City of Lansing Housing & Premises Code also addresses what are commonly referred to as "Premise Violations." Our ongoing effort during this past year accounted for 6,969 tall grass and weed inspections and the issuance of 687 abatement notices; 6,659 inspections for trash and debris and the issuance of 700 abatement notices; 763 inspections for disabled or abandoned motor vehicles with the issuance of 97 abatement notices. Our staff takes great pride in maintaining the visual aesthetics of our community.

Another essential tool in this area of accomplishment has been the utilization of the City of Lansing Demolition Board and the expert opinions of the Code Enforcement Officers and the Building Safety Department. The activities of the Make Safe or Demolish process for 2019 included goals of reducing blight, protecting the public safety, and enhancing the property values throughout the city. In the 2019 calendar year the Code Enforcement Office put over 24 houses through the Demolition Board.

Protecting Neighborhood Character

Additionally, the Code Enforcement Office is also responsible for the enforcement of the City of Lansing Zoning Code. Throughout the year our staff, working in cooperation with the Zoning Office, resolved a wide variety of neighborhood issues such as illegal home occupations, vision obstructions along our public right-of-ways, temporary storage unit installations, and improper use of parcels, to name just a few.

Facilitate Cooperative Collaboration

Weekly, our activities involve the cooperation of numerous agencies including the Lansing Fire & Police Departments, Ingham County Animal Control, Ingham County Land Bank, Ingham County Health Department, Community Mental Health, Adult and Child Protective Services, and the Humane Society. It is through these valuable partnerships that we are able to meet the challenges we encounter.

Community Outreach

Throughout the year our staff actively attended and participated in the meetings of our community neighborhood groups. Staff was in attendance and provided presentations to several neighborhood groups. The feedback we receive from these organizations and activities assists us responding to the needs and priorities of our community.

Courteous and helpful customer service

Our administrative and clerical staff strive to make quality customer service a priority. It is a well-known fact that the Code Enforcement staff, as a whole, whether in the office or in the field, are public relations ambassadors for the City, consistently and actively working to bring neighbors, tenants, and property owners together to solve problems and gain compliance. We will continue our efforts to improve both customer service and accessibility in the future.

Boards and Committees

The Code Enforcement Manager also sat on several Boards and Ad-Hoc committees to look at ways to improve residential neighborhoods. Staff from the Code Enforcement Office and the Law Department made strong headway throughout the year. Several tickets were written and compliance was obtained in several difficult cases, and in one case the management company was fined over \$30,000.00 by the Court.

This annual report would be incomplete without mentioning the challenges that face our city. The ongoing number of vacant and foreclosed properties continues to impact our neighborhoods. Vacant structures demand additional time and attention from the entire Code Enforcement staff. We continue to take a proactive approach to assure that vacant premises are maintained and the structures secure. On a daily basis, we communicate with property owners and financial institutions to raise awareness of their responsibilities for maintaining these properties.

There is still much work that needs to be accomplished. Our mission and objectives are clear as we meet the challenges for the coming year. Our partnerships with our neighborhoods are strong and we look forward to continuing our work in strengthening our community.

Parking Services

The City of Lansing's Parking Services Office (PSO) has completed an amazing and transformative second year of our 3 year \$15.0+ million extreme makeover of Lansing's parking system. We know how important our facilities are to all of our customers as they are likely the first and last impression visitors and daily users have of our City.

Our PSO team is comprised of 15 full time employees with up to 20 part time employees. In addition, 4 parking enforcement workers that were previously supervised by the Lansing Police Department are now back within the Parking Service Office family. The movement of enforcement back to the PSO has greatly improved communication between office, maintenance, and enforcement staff that work to serve our customers and reduce confusion and errors, and increase the overall educational opportunities of our customers. We were also blessed this past year to have two different social media and marketing interns, Sydney Plichta and Charlotte Taylor, both from Michigan State University. They were instrumental in helping the team populate and advertise many of our accomplishments on the myriad of media platforms we have access to.

Our team started this year, as we have over the past 55+ years, maintaining 2,279 on-street parking meters and 4,203 parking spaces in our ramps and surface lots for a total of 6,482 parking spaces in our system. We have had so many changes to our operations and assets that it would be easier to summarize what we have not changed. The now 3-year (formerly proposed 5-year) extreme makeover covers major new software deployments, new on street multi-space parking hardware installations, transformational capital improvements to parking lots and ramps, as well as re-imagineering our logo and how we can provide the very best customer service to our customers.

Reconstruction of Parking Lot #17

This small lot located near the intersection of Cesar Chavez and Washington Ave. has not seen a major upgrade in over 20 years. We worked collaboratively with the Department of Public Service's contractor that was reconstructing the adjacent roadway to amend their contract to also reconstruct the asphalt surface and perform several base failures of Lot #17. We removed the dilapidated signage and striped the parking lot for the permit customers that park in this lot. This improvement allowed the City as a whole to improve all of the infrastructure in an area thus creating a platform for residents and developers to build off from.

Installation and operation of the 136 new Parkeon pay stations and related software

In mid-September, we began receiving shipments of the new Parkeon pay stations. These new solar powered pay by plate pay stations will replace approximately 1,000 parking meters and offer on-street and hourly users of 2 city parking lots the flexibility of paying with coins or credit card for their parking sessions. This process was the culmination of over a year of research and preparation into the selection and deployment of the new machines. It involved the coordination of the Passport application deployment team, marketing teams, and city staff to develop educational and marketing material to communicate the use of the new equipment.

This coordination included the development and application of our new Parking "P" logo (shown above), the passport zone app sticker and signs, and the creation of user friendly Parkeon pay screens to assist people navigating the few screens it takes to establish an on street parking session. Our Field Operations Manager, Traci Shell, and Sr. Office and Enforcement Manager, Susan Wyatt are shown here standing next to the very first Parkeon installed in the city.

Another benefit of the Parkeon pay stations is the software package that works to assist in managing the revenue, maintenance and performance. A sample screen shot of the software dashboard is shown below.

Launching of the new Passport Mobile Application

On October 8th, the payment portal for Passport Mobile was turned on and we began our dive into the mobile payment era here in Lansing. Anyone parking at an on street meter, or eventually in two of our parking lots, can now pay for a parking session by entering the zone number and selecting the length of stay and paying for that session by using an app on their smartphone. This is a very quick and easy way to pay from the comfort of your vehicle while it is raining, or avoid leaving a lunch meeting if your meter is about to expire. As with all new technology comes payment management software that is able to manage the incoming revenues and sort in a number of ways. A few screenshots of the software are shown below.

Movement of Enforcement Officers from LPD to the EDP - Parking Service Office

For the better part of the past decade the enforcement has been funded out of the PSO budget but supervised and directed within the Lansing Police Department. In April the Enforcement Officers were brought back over to the PSO team in order to better provide overall parking services direction to our customers and enforcement coordination within the office.

This move benefitted the Officers during the ongoing installation of new citation management software highlighted further in this report. This year they were a key factor in being part of the "Passport Possey" educating our parking customers of the new systems that worked to manage their parking sessions on street. Even though only one or two Enforcement Officers were actually enforcing for almost 2 months we are still on track for issuing over 30,000 citations.

Launching of the Passport/Nupark Permit & Citation Management System Software

At the back end of every parking office is management software that assists in organizing, manifesting, tracking, and reporting on the citations that are issued by the enforcement officers and the permits that are issued by the PSO. The software that we had been using was originally installed in 1999. Being 20 years old, it had seen its better days and we were in need of a more robust way of tracking the financial system and the issuance and management of permits in all of our facilities.

After an exhaustive 2 year process we awarded the contract to Nupark (Passport Inc. purchased Nupark several months after we awarded the contract to them). The entire implementation team was challenged to set up the operational protocols of the program amidst other major system being installed. But true to our character, the front office team was up to the challenge and able to get the system where it needs to be operationally. One big improvement that was a product of this process was the launching of the new Passport/Nupark Payment portal. This portal can be used to manage any parking citations that one may receive so that they can easily pay that violation online. It will also be used for people to check availability of permits in our ramps and also manage their permit account with our office.

The Nupark system is heavily geared towards license plate recognition (LPR) protocols. We worked really hard with them to institute software changes that cater more towards non LPR clients. We have made great strides in this regards and the enforcement handhelds and programs are now manageable until we are able to acquire LPR vehicles and related equipment. The team remains excited about getting into the system further to see more efficiencies that can be had by using this new software.

Installation of new Parking Access and Revenue Collection Systems (PARCS) equipment

In addition to the replacement of our long outdated financial management system, we embarked on the journey of replacing our PARCS system that control access to our three ramps as well as the four lots at the Lansing Center. With a cost of over \$1.4 million, the new TIBA equipment is state of the art equipment that brings the flexibility of operations with the reliability of new and tested equipment.

In addition to the TIBA equipment, new access gates, manufactured by Magnetic Gates Inc., were installed at all of our facilities. These new gates use magnets instead of cables to articulate the gates. The reduction of the moving equipment decreases the movement time of the gate and increases the reliability of the equipment as well as very nice look to them. The gate arms in the ramps also light up giving our customers the “green light” when the arm has completed its full open movement cycle. We also worked with our marketing team and the graphics staff at TIBA to customize the face of the new equipment and utilize the branding schemes we worked so hard to produce.

As we are in the customer service business, we recognized the fact that so many people are automating systems and functionality of their customer service functions. We believe strongly that we should offer great customer service and reaching that objective starts by it being as personal as it can. To this end, we partnered with a company called Parker. This company has developed audio and video communications capabilities and can now offer this audio only assistance to entering customers and audio and video capabilities to exiting customers. In addition, this audio and video assistance service is also available on all of the pay on foot machines in our system. This hardware is paired with software that, when the assistance button is pressed, the session is recorded and stored. This helps with accountability and recall of important events and also offers the reassurance that there is a REAL human on the screen that is working to assist customers as quickly as they can. We have had a lot of positive feedback on how well our customers like this new feature.

A third improvement that serves in assisting our customers in the ramp is the new information totems that were purchased from Infotrafic Inc. These changeable message boards serve to inform our public about the “normal” details about the ramp (i.e. what are the hours of the ramp, how much it costs to park, any prohibitions such

as no motorcycles etc.) The screens can also display a webpage (such as the local weather channel), a logo of organization whose events are at the Lansing Center or even important updates about a change in access and/or an operations announcements or even a short video clip! The flexibility and clean aesthetic that this provides to our customers is the image that we are striving for as that is a safe, sound, clean and customer friendly facility to offer to our customers. We look forward to utilizing all of these new tools to better inform and serve all of our customers in the years to come.

Lansing Center Operational Improvements

The Lansing Center is primarily serviced by 4 City Parking Lots (Lots 19, 20, 21, and 37). We greatly value the comradery, collaboration and communication that needs to happen between vendors, attendees, organizers, business owners and PSO staff to be able to be as flexible as we can to serve the desperate events that use the Lansing Center. Also, we need to place structure to the way people use and we operate the lots to create an environment that is understandable, usable and as pleasant and fast experience as possible.

Therefore, in October of this year, new TIBA equipment and Magnetic gates were installed replacing the almost 10 year old equipment. The lot was primarily operated as a \$10 flat fee entry. Due to the changing environment directly around the Lansing Center Lots, we made the decision to change the lots to an hourly lot. This will increase the flexibility of the lots to be able to be affordable for other venues around the area as well as service different types of events at the Lansing Center.

Saying goodbye to the Townsend Ramp

In February of this year, the City of Lansing sold the Townsend Ramp to the State of Michigan Senate. This was a win-win for the City as the ramp was not financially performing as originally projected as several of the parking agreements were being litigated due to breach of contract and failure to submit full permit payments. All of the back payments were made whole to the Parking Fund via the Transfer Agreement. There were also approximately \$6.0 million worth of other non-parking fund projects that were completed using the proceeds from this sale of the ramp.

2019 Extreme Makeover of North Grand Ramp

We have been very excited over the past year of the impending "Extreme Makeover" of the North Grand Ramp. This almost \$4.0 million contract was awarded to Pullman Construction and they began ramp transformations just after the July 4th holiday. Improvement that were included in this contract were;

- Installation of traffic topping (including weather-proofing epoxy) to the entire open air slabs.
- Complete replacement of all traffic directional signs and parking striping lines.
- Painting of the entire ramp.
- New floor designation color schemes and logos to assist people in reminding them where they parked their vehicle.
- New directional signs, special iconic wayfinding lights, and wayfinding static signs to the newly marketed "Skywalk" and "Hotel".
- The creation of a "new sense of place" by the installation of an architectural, changeable and programmable LED lighting system. This system places focus and highlights every one of the columns on the building's North, East and South façades.
- The installation of approximately 25 security cameras monitoring all floors and entry and exit points of the ramp.
- Enhanced security lighting at entry points and locations of the pay on foot stations as well as a new pedestrian entry point at the southwest corner of the building and a dedicated and marked pedestrian walkway on the 1st floor of the ramp.
- The installation of a new 8 story mural designed by a local artist Bruce Mackley Titled "Let Me In". Many

people have commented that the picture to the right looks like it is photoshopped, but it is an actual picture of the completed mural.

Our team was at maximum performance as this past year was very challenging with so many projects and new software launches. The PSO ostensibly replaced every operating software platform that we had and added several that will greatly assist in managing, communicating and operating our office. This year set the stage for what will be another transformative year for our office. We have received the go ahead to request bonds be sold to complete the transformation of the South Capitol and North Capitol ramps using the 2019 North Grand Ramp improvements as a model. So stay tuned for more trend setting and industry leading improvements happening in the Lansing Parking Office. As always, be sure to visit our website for more updates and information about our 3rd Extreme year at www.lansingmi.gov/parking.

Planning

The Planning Office provides comprehensive, long- and short-range planning services to residents, neighborhoods, businesses and industry. It is responsible under state law, local ordinance and the City charter to process, analyze, and provide recommendations to the Planning Board, Board of Zoning Appeals, Historic District Commission and various other City boards & committees regarding land use control and capital improvement requests. The Planning Office also provides zoning, land use, flood plain, historic preservation and other types of information to the general public; and approves building permits, demolition permits, sign permits and a variety of licenses for compliance with the Zoning and Sign Codes.

Design Lansing Form-Based Code (FBC)

The Form-Based Code is a multi-year project that addresses the appropriate code changes to make the Design Lansing vision a reality. It is a complete re-write of the current zoning ordinance, blending the land use requirements of the current ordinance with the land use and urban design recommendations of the Design Lansing Comprehensive Plan (<http://www.lansingmi.gov/275/Design-Lansing>).

The Planning Office finalized the draft of the FBC and worked with the City Attorney's Office to format the document in accordance with the requirements of Council Rule No. 20 and to put it in proper format for codification by Municode. The document is now ready to proceed through the adoption process.

Form-based codes are among the most effective means for achieving the priorities established by Lansing residents during the development of the Master Plan, including transformational change to our struggling commercial corridors and business districts.

Redevelopment Ready Communities (RRC)

On the strength of the Design Lansing Comprehensive Plan, the Form Based Code work, the City's administrative site plan review processes, and the Capital Improvements Program (<https://www.lansingmi.gov/DocumentCenter/View/4225>), the City of Lansing was certified by the Michigan Economic Development Corporation's Redevelopment Ready Communities program (<https://www.lansingmi.gov/DocumentCenter/View/4770>). In 2019, the Planning Office assisted in securing pre-development assistance through the RRC program to the Land Bank for the former RC Cola Bottling Plant. The Planning Office also worked with the Land Bank on the Abonmarche report and with the MEDC on the Redevelopment Site Showcase.

Permit & License Review

The City of Lansing requires Planning Office approval for the issuance of sign, demolition, and building permits. Forms for these permits are available on-line at: <http://www.lansingmi.gov/273/Forms-Petitions>. The procedures and timelines for these permits are available at <https://www.lansingmi.gov/DocumentCenter/Home/View/284>.

In 2019, Planning Office staff responded to hundreds of inquiries regarding potential locations for medical marijuana facilities, and reviewed all applications that have been received for various medical marijuana facility licenses to determine compliance with the standards of Marijuana Ordinance, Chapter 1300.

The Planning Office works with the Building Safety Office to provide the public with the most expeditious and efficient permit processing service. Planning staff reviews approximately 2,000 permits annually.

In 2019, the Planning Office staff processed the following applications:

- BZA/Variances – 8
- Rezoning – 8
- Special Land Use Permits – 3
- Act 33 Reviews – 16
- Lot Splits – 18
- Lot Combinations – 21
- Site Plan Reviews – 32

All liquor licenses, cabaret licenses, second hand dealer licenses, wrecker licenses and vehicle dealer licenses must be approved by the Planning Office before they can be issued by the City Council and/or City Clerk's Office. The Planning Office staff reviews approximately 200 licenses annually.

All rental registration applications must be approved by the Planning Office for compliance with the Zoning Ordinance before they can be issued by the Code Compliance Office. The Planning Office staff reviews approximately 2,000 rental registrations annually.

Planning Office staff resolved more than 500 zoning and sign code violations throughout the City in 2019. This involved writing violation letters, working with property owners/tenants to find solutions to the problems and working with the Code Enforcement Officers and the City Attorney's Office to prepare citations and court cases as needed. The hiring of Zach Driver as the City's Commercial Corridor Specialist has resulted in numerous violations (illegal signs, deteriorated parking lots, illegal parking, etc.) being resolved which has had a significant impact on improving the appearance of the City's commercial corridors.

Board Meetings

The Planning Office provides staff support to the Planning Board, Board of Zoning Appeals, and Historic District Commission. In 2019, the Planning Board held eleven meetings, the BZA held four, and the HDC held eight.

Regional Presence

Planning Office staff has served as a longtime steering committee member for Tri-County Regional Planning Commission's Regional Growth Initiative. Staff now represents the City on the Groundwater Management Board, which promotes stewardship of the groundwater in the Tri-County area, and the Lansing Wellhead Protection Team, which focuses on the safety of Lansing's water supply.

Other

- Coordinated with I.T. on the submission of the Census New Construction Program response, which identified 484 potential addresses for the 2020 Census count.
- Worked with an MSU student group and the State Historic Preservation Office to conduct a REO Town Intensive Level survey which lays the groundwork for National Register designation.
- Developed the six-year 2020-2025 Capital Improvements Program.
- Conducted an evaluation of Design Lansing Action Plan goals.

- Hired a new planner, Andy Fedewa, which has resulted in an update (in progress) of the Cherry Hill Historic District Study Committee report, tables for the FBC, etc.

Development Office

The Development Office is responsible for managing federal community development entitlement funds on the local level. The Office promotes safe, lead-free, energy efficient affordable housing opportunities for all Lansing residents, plans and manages programs that benefit families with low and moderate income, fosters economic development, and supports citizen led initiatives that create and sustain safe, attractive neighborhoods.

Entitlement Programs

In FY 2019, the Office continued to administer programs using federal entitlement dollars (CDBG and HOME) to help income eligible residents (usually with incomes up to 80% of Area Median Income, or “AMI”) improve their lives, including:

- **Down Payment Assistance:** Income eligible homebuyers may receive down payment assistance to help make housing more affordable.
- **Homeowner Rehabilitation:** Income eligible home-owner occupants may qualify for rehabilitation loans to bring a home into compliance with code and weatherization.
- **Emergency Housing Repairs:** Income eligible home-owner occupants may qualify for assistance to address a housing emergency that threatens the safety of the occupants or will cause immediate damage to the property.
- **New Construction and Rehabilitation:** The Office is responsible for constructing or rehabilitating housing units, sometimes in conjunction with our non-profit partners, with a goal of providing homes to eligible homebuyers. The City partnered with the Ingham County Land Bank and Capitol Area Housing Partnership.
- **Risdale Multi-purpose Recreational Facility.** The City completed, in conjunction with the Parks and Recreation Department, the improvements at Risdale Park to provide a first-rate multi-purpose recreational complex on the south side of Lansing. The City has also now completed the second phase (bathroom and storage building) and has completed the third and final phase, construction of “visitor” bleachers.
- **Knapp’s Building:** The Knapp’s project is the renovation and adaptive reuse of an historic 5-story art-deco downtown structure. It is a mixed use development including retail, office, and market rate condominiums. The City has used, and will continue to use, loan proceeds from the Developer to pay back the Section 108 Loan over its 20 year life. While the funds were disbursed many years ago, the City continues to monitor progress toward meeting the national objective. The project has exceeded its original FTE created objective.
- **Other CDBG funded activities:** In coordination with our non-profit partners, we provided homeownership counseling and education, neighborhood clean ups, Parks and Recreation Department programs, home repair classes, tool lending programs, community safety, and employment training.

Lead Safe Lansing

The City commenced its third Lead Safe Lansing grant in December of 2016 after great success with the first two grants. The Lead Safe Lansing Program uses funding made available through the Department of Housing & Urban Development (HUD) to make housing units lead safe for both owner-occupied and rental units within the City limits. Under the program, 160 units will be tested and 150 units will be enrolled and remediated. Hazard control strategy will be focused on abatement of lead paint hazards on windows, porches and siding, with

interim controls will be used on interior surfaces. Focus housing will be single family residences of 1-4 units. The original grant deadline was December 14, 2019, however HUD recently extended the program until June 14, 2020. The grant is for \$2,318,509. The City supplements this with CDBG grant funds.

Eliminating Housing Hazards and Blight

The Office worked with the Lansing Fire Department, the State Police Department of Emergency Management, and FEMA to acquire and demolish homes in the floodplain. Four houses were acquired and demolished as part of FEMA 5.

Community Engagement

The Development Office was an active participant in important community based committees, including the Greater Lansing Homeless Resolution Network (the "Continuum of Care" for Greater Lansing), the Power of We, and the Community Economic Development Network. Through these networks we are able to inform other impactful organizations on, and stay informed of important development and community needs.

Accomplishments	Fy19	Accomplishments	Fy19
Applications	206	Lead Paint/Risk Assessment	83 homes assessed for lead paint hazards
Homeowner Rehab Units Completed	25 units	Home Maintenance Class Participants	46 offered / 186 participants
New Construction Units Sold (HOME w/ ICCLB, Habitat)	2 units	Tuesday Toolmen (GLHC) Assisted households	49 Assisted (Seniors, Disabled)
Single Family Homes Rehabilitated and Sold (HOME w/ CAHP)	0 homes	Businesses Assisted	11 businesses assisted
Single Family Homes Rehabilitated and sold (CDBG w/ ICLB, CAHP)	4 homes	FEMA Property Acquisition	4
Homeless Shelters Assisted	6 shelters	Financial Counseling Provided	974 participants
Total Households Assisted (by any program)	5,800 households	Blighted Properties Demolished (w/ ICLB)	0
Down Payment Assistance (HOME)	12 households		
Neighborhood Clean-ups	5 clean-ups		
Micro-Enterprise Participants	40 participants		
Contractor Disbursements on projects completed in FY 19	\$1,177,622		
Non Profit Disbursements on Projects Complete in FY 19	\$0 (completed)		
Nonprofit Payments (non-construction)	\$317,597		
Lead Safe Units Completed	62 units made lead safe		

FINANCE

Shelbi Frayer; Chief Strategy & Finance Officer

Department Description

The Finance Department provides many key services to the City. Our team is responsible for all the accounting activity for the City's various funds and grants; preparation of the annual financial report; preparation and monitoring of the budget, financial analysis and forecasting; banking, investments, and borrowing of funds; purchase of goods and supplies; payments to vendors; and administration of the retirement system are some of our core functions.

Financially, the City has significant challenges ahead. Our 2018 financial statements reflected a \$290 million dollar net pension liability and a \$402 million dollar net OPEB (other post-employment benefits) liability. That nearly \$700 million dollar liability equates to an annual payment from the City's general fund of roughly \$50 million dollars (or 35% of our overall budget). In addition, health care costs for active employees continue to increase at a rapid rate. Improvements to infrastructure (in every department) were diverted for many years to pay other fixed costs. That presents additional challenges and a balancing act to support all the needs of the City from a budgetary standpoint. The Finance team works incredibly hard each day to support the City's operations. In 2019, the finance department was reorganized. The Treasury and Assessing Division became their own departments (independent from Finance).

Accomplishments

- Performance Based Budget planning in preparation of the FY 2021 budget
- Preparation and participation in four participatory budget sessions, in conjunction with Neighborhood and Community Development
- Preparations and bond sales for 2019 TIFA Bond refunding
- Participation in ongoing feasibility discussions for District Court and detention consolidation
- A new position was added to the finance team, a Strategy Officer to address unfunded liabilities, increase operational efficiencies, and increase revenue opportunities for the City.

Treasury Division

Description

The Treasury Office of the Tax Services division consists of two main work groups: Income Tax and Property Tax. The Property Tax group collects the current Real and Personal property tax as well as delinquent Personal property tax. The Income Tax group collects Income Tax for Lansing residents and non-residents that work in Lansing.

In addition, the Income Tax group works with our Lansing-based and 17 our regional employers in regards to employer withholding. The Treasury Division responsible for collection of all revenue and remittances to the City and oversees the depositing, safekeeping and investment of City funds, monies and securities.

Income Tax Accomplishments

- The Income Tax work group reviews and audits more than 85,000 individual tax returns; 3,500 Corporate, Partnership and Fiduciary returns, issuing refunds where applicable.
- We process over 45,000 Income Tax refunds per year, with 40,000 of the refunds processed between January 1st and June 15th of each year.
- The group also works with 4,500 employers to ensure proper withholding for their employees.

- Additionally, within the Income Tax group, there is the Compliance team and Withholding. The Compliance team works with taxpayers to collect delinquent income tax payments and to locate nonfilers of income tax. The Withholding Tech works with our businesses to collect employer withholding for our Lansing based businesses and those outside Lansing who elect to withhold for their employees. The Withholding Tech also works on compliance to locate Lansing based businesses who are not withholding for their employees.

Property Tax Accomplishments

- The City issues over 57,000 Property Tax bills in July and December of each year.
- In addition to collecting taxes for the City, the Treasury division also collects and distributes real and personal property taxes for Ingham, Eaton and Clinton Counties, seven area School Districts, Lansing Community College, Capital Area District Library, Capital Area Transit Authority, the Airport Authority and the 4 (four) 425 agreement partners, several with multiple agreements.
- The property tax group collects and distributes payments for Payment in Lieu of Taxes (PILOT) holders, the Tax Increment Finance Authority (TIFA), Brownfield developers and the Economic Development Corporation. This group also completes Brownfield Authority, TIFA and Obsolete Property Rehabilitation Act (OPRA) reports for State of Michigan compliance.
- In addition, the Treasury division collects nuisance fees, code enforcement violations, false alarm fees and diversion program fees. They also deposit daily cash receipts from all City departments.
- The collections team within property tax group works with businesses to collect delinquent personal property taxes, delinquent employer withholding and with taxpayers' delinquent income tax. This group also provides tax clearance for liquor licenses and elected official candidates.
- Accomplishments in 2018 · Lockbox services for property tax collections were moved to Chase Bank to enhance customer service and lower costs. · Software integrations were implemented for brownfield and TIFA capture processing and reporting. · Software conversions were performed for PILOT and Principal Shopping District Special Assessments. 18 · Income tax enforcement processes were improved in conjunction with the City Attorney's Office and District court including implementation of civil proceedings for income tax by District Court.

Assessing Division

Description

The Assessing Division is responsible for the annual valuation and assessment of all real and personal property located within the City of Lansing. Each year, the Assessing Division prepares and certifies the ad valorem assessment roll and the specific tax rolls in accordance the Compiled Laws of the State of Michigan. The City of Lansing has 40,700 real property parcels, 3,700 exempt properties, and 3,200 personal property parcels. The total taxable value of the ad valorem and special acts parcels located within the jurisdiction of the City of Lansing was \$2.148 billion for tax year 2018.

The Assessing Division is responsible for listing the legal descriptions for almost 45,000 properties. The division must determine the value of more than 45,000 real and personal property parcels as well as determine the correct capped and taxable value for these properties for the annual tax rolls. Building permits must be monitored and properties must be inspected for new construction or demolition. The division must maintain ownership information, track transfers of ownership, Principal Residence information, Veterans' exemptions, general property tax exemptions and personal property exemptions. Industrial Facilities certificates, Neighborhood Enterprise Zone certificates and OPRA certificates are valued and tracked.

The Assessing Division is responsible for creating invoices for Payment in Lieu of Taxes (PILOT) holders; track the Tax Increment Finance Authority (TIFA), Brownfield developments. OPRA accounts and creates the invoices for the Principal Shopping District. This group also completes Industrial Facilities Act, Obsolete Property Rehabilitation Act (OPRA) reports for State of Michigan compliance. The Assessing Division handles all Michigan Tax Tribunal appeals until they reach the point of a full Tribunal trial.

Accomplishments

- Continued to review, revision, and implementation of new policies and procedures to handle changing property tax laws and requirements and staff performance.
- Participation in software conversions/integrations for brownfield, TIFA capture, PILOT and Principal Shopping District Special Assessment processing and reporting.
- Deployment of tablets for appraiser field work.

FIRE

Michael Mackey, Chief

Department Description

The Lansing Fire Department is committed to serving the Lansing area community with the highest levels of life and property protection. We will achieve this by providing excellent compassionate service in an atmosphere that encourages innovation, professional development and diversity.

Message From the Fire Commission Chair

This past fiscal year marked a new beginning for the Lansing Fire Department. Following the departure of Chief Randy Talifarro, who we thank for his service to the City of Lansing, Interim Chiefs David Purchase and Michael Tobin served with distinction, and set the stage for our new permanent Chief, Michael Mackey, to hit the ground running. Before anything else, I would like to thank these individuals, alongside the men and women of the Lansing Fire Department, who all worked together in a spirit of cooperation and professionalism to facilitate a successful transition.

As a board, we sought to capitalize on this moment to reinvigorate our own efforts in support of the Department and in service to the public we represent. The board participated in the national search for Lansing's new Fire Chief, and enthusiastically supported Mayor Schor's selection of Chief Mackey. We next reviewed and revised our own Rules of Administrative Procedure, updating several key provisions that will enable the board to better fulfill our Charter responsibilities, and more effectively advocate in support of the Department's mission. I am especially proud that—as required by the Charter—this Annual Report is a product of the Fire Commission with essential support being provided by Fire Administration to provide information pertaining to the Department's operations.

Over the next fiscal year, the Board will work closely with Fire Administration to conduct a thorough review of the Department's budget, update administrative rules, and develop a new strategic plan that addresses how the Department will continue to meet the public safety needs of our community. We've already taken some positive steps, and I would like to thank Mayor Schor and the Lansing City Council for dedicating a portion of the proceeds from the sale of the Townsend Ramp to replace critical Fire Apparatus. Fire Departments are capital intensive enterprises, and one of our bigger challenges is ensuring LFD has the resources that allow its personnel to carry out their duties safely and efficiently. In light of that, the Board will prioritize the creation of a capital replacement plan that facilitates planned replacement vehicles and equipment that have aged beyond their useful life, and addresses the ongoing maintenance needs of LFD facilities. The Lansing Fire Department has historically been recognized as an innovator and leader within the broader the fire service we should expect no less going forward.

The next fiscal year will also see the adoption of a new Collective Bargaining Agreement with Local 421, and at least one new hiring class of firefighter/paramedics join the ranks of the LFD. In these and other activities, the board stands ready to help ensure the Department reflects our community values.

Finally, we must recognize that we ask our FireFighters and Paramedics to do a tremendously difficult job. Whenever and wherever they are called into action, it is likely to render aid to someone on their worst day. They give up time with family to respond when someone in our community is in need. They pay the physical cost of putting their own body in harm's way to protect another. And they bear the mental toll that follows when we ask them to be pillars of strength in the face of tragedy. On behalf of a grateful city, the Commission would like to express our sincere thank you to the men and women of the Lansing Fire Department for the sacrifices they routinely and selflessly make on our behalf.

Stephen Purchase
Chair
Board of Fire Commissioners

Lansing Board of Fire Commissioners

The Lansing Board of Fire Commissioners is established by the Lansing City Charter and functions as an advisory board with additional responsibilities. The Board meets monthly on the second Wednesday at 5:30 PM. Meetings are held at a different Fire Station each month. See the departments website or Board Meeting Notices for more details.

The eight Commissioners are appointed by the Mayor with the consent of the City Council with one member representing each ward, and four members appointed at-large. Pursuant to the Charter, the Commission is responsible, in consultation with the Chief and Mayor, to establish the Department's administrative rules, approve rules and regulations governing conduct of Department members, establish procedures for receiving and resolving complaints concerning the Department, Reviewing and approving the Department's annual budget, acting as the final authority in imposing or reviewing discipline of Department employees consistent with State Law and Collective Bargaining Agreements, deriving an annual report to the Mayor and Council concerning the operation of the Department, and otherwise acting as an advisory board for the Department.

Complaints

The Board will be reviewing and updating its Complaint Resolution policy to make sure our process is accessible to citizens, and that it provides for adequate review and fair resolution of any complaints brought to the Board or the Department.

Commission FY19/20 Goals

- Update the Board's Complaint Resolution and Discipline Policies.
- Review and contribute to the development of a Department Budget that properly supports Departmental and City priorities.
- Establish updated equipment, vehicle, and facility inventories supporting the creation of a robust capital replacement plan
- Support the Department's internal review of its administrative guidelines and policies, approving revisions as required.
- Assist Fire Administration in the development of a new Strategic Plan to guide the Department.
- Improve the quality of our Annual Report to better inform and guide City Leaders in their support of the Department.

Members of the Lansing Board of Fire Commissioners

- Stephen Purchase, Chair, At-Large, Term Expires 6/30/21
- Gina Nelson, Vice Chair, 4th Ward, Term Expires 6/30/20
- Vacant, Commissioner, 1st Ward
- David Keeney, Commissioner, 2nd Ward, 6/30/22
- Vacant, Commissioner, 3rd Ward
- Vacant, Commissioner, At-Large
- Rodney Singleton, Commissioner, At-Large, 6/30/2020
- Wyatt Ludman, Commissioner, At-Large, 6/30/23

Message From the Chief

We are a department on the move!

These are exciting times for the Lansing Fire Department family. I'm honored to be working alongside our brave men and women who heroically serve our community with compassion and zeal. Local 421 and my executive staff are working together to foster an environment that encourages innovation, safety and diversity.

It is said to "to know your future you must know your past".

In 2007 the Lansing Fire Department responded out of nine fire stations with a minimum operational staff of 52 firefighters a day. Throughout the last twelve years, the fire department has been drastically downsized. Today, the department operates out of six fire stations with only 41 sworn firefighters per day. What makes this situation so dire is the soaring number of emergency 911 calls. Since 2007 the call load has increased by 38% while our staffing numbers have decreased approximately 21%. We are now seeing the outward side effects from this prolonged state of crisis management.

The Lansing Fire Department is in the process of developing a comprehensive long-range master plan that casts a vision over the next ten years. Prior to creating this plan an ongoing needs assessment was conducted to better understand the department's strengths and weaknesses. We recognize that our fire stations need to provide a healthy environment to our firefighters who live and work out of these stations 24/7. The Mayor approved the purchase one engine and two rescue units out of the sale proceeds from the parking ramp sale. Efforts are being made to implement an apparatus replacement plan.

For the first time in the history of Lansing Fire Department, we have an opportunity to create a cultural revolution that will illuminate a clear path for years to come. New leaders are beginning to emerge from within our ranks. New ideas and better solutions are shaping tomorrow's future.

As we move forward as a department and a City, I look forward to the great things we shall accomplish together, and the changes that have already taken place. The Lansing Fire Department's time is now!

Michael Mackey
Chief
Lansing Fire Department

Department Administration

The operation of the Fire Department is managed through five distinct divisions. Operational funds are appropriated through the annual budget process for each of these areas. Each Division is identified below along with a description of its area of responsibility.

Fire Administration – The Fire Administration Division provides funding for the positions of Fire Chief, Assistant Chiefs and Clerical Staff. It is the Chief's responsibility to administer all policies, programs and resources for the City's fire service. The Fire Chief also serves as the City's Emergency Manager responsible for major event coordination and disaster mitigation response.

Operations Division – The Operations Division provides funding for our firefighting personnel, apparatus and facilities. Each shift is assigned a Battalion Chief, 10 captains, 8 Engineers and 36 Firefighters. Responsibilities include the control and suppression of fire, emergency medical response, hazardous materials mitigation, technical rescue, water rescue and vehicle extrication.

Prevention Division – The Prevention Division funds the Fire Marshal and four Inspectors. The Prevention Division

sion is responsible for inspections of new and existing occupancies, plan reviews, public safety education programs, Juvenile Firematch program, fire investigations and hazmat right-to-know compliance.

Training Division – The Fire Training Division funds the position of Chief of Training and two Training Captains. Maintaining competent firefighters is critical to our response capabilities. The Department's training program covers a wide range of subjects relating to firefighting, medical response, rescue, hazardous materials, personnel safety, terrorism and related services.

Emergency Management Division – The Emergency Management Division funds provide for a Division Chief, Emergency Management Captain, Community Hazard Mitigation Specialist and two Regional Planners. This Division coordinates the City's emergency planning efforts as well as assists all city department's with Continuity of Operations Planning and public event management. Approximately 20% of the Emergency Management Division is grant funded.

Maintenance and Alarm Division – Maintenance and Alarm funding provides for the logistical side of the department's operations. A Maintenance and Alarm Chief oversees three Captain level positions in coordinating the department's supply chain, equipment/facility maintenance and equipment testing services.

City Garage and IT – Funds are allocated from the Fire Department Budget in support of the City Garage and IT Departments, which in turn provide fleet management/maintenance, and IT services to the Fire Department in accordance with City Policy.

Personnel

The Department's Fire Administration is responsible for managing and directing the operations of the Lansing Fire Department. Fire Chief Mike Mackey, Assistant Chief Michael Tobin, Assistant Chief Theresa Robinson, Administrative Assistant Patti Starnes [add chief staff officer, budget officer?] work collaboratively to assure the department performs at its peak potential while providing a growing city with the emergency response services it needs to keep its residents and visitors safe.

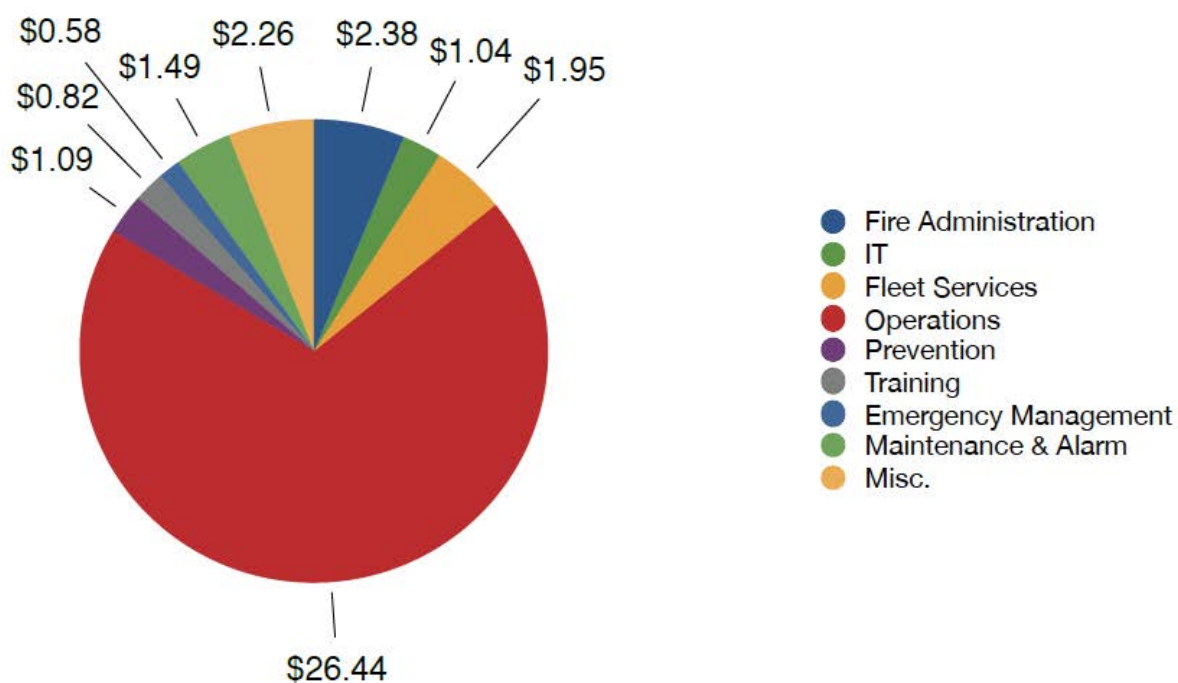
Department Administration Activity

- Welcomed new Chief, Mike Mackey
- Promoted first female Assistant Chief in Department History
- Initiated review and revision of Department's Administrative Rules and Discipline Policy.
- Completed evaluation, purchase and implementation of new medic reporting laptops.
- Replace [engine... medics. etc.]
- Re-appropriated existing daily staffing to place 5th medic unit in service daily.
- Negotiated MOU with LFD local 421 resulting in a change in the operational work schedule and establishment of new EMS Operations Chief position including new promotional process language.
- Navigated HR hiring process successfully hiring 14 new Firefighter/Paramedic certified recruits.
- Filled vacant supervisory positions through the promotion of 1 Assistant Chief, 2 Battalion Chiefs, 4 Suppression Captains, 4 Division Captains and 5 Engineers.
- Established new employee recognition and awards program.
- Added Fire Prevention Secretary and Part Time NFIRS Records Secretary to the
- Administrative staff.
- Submitted for Council Adoption of Chapter 38 of the 2018 International Fire Code to provide for the regulation of marijuana grow and processing centers.
- Completed ISO Property Protection Classification audit resulting in the Department's PPC rating being upgraded from a Class 3 to a Class 2 Fire Department.

Department Budget Overview

The Fire Department's FY 2019/2020 annual budget is divided into five major programs which combined are designed to protect our citizens and visitors by enabling the Department to respond to all types of emergencies. Listed below are the individual programs and the respective funding levels for FY 2019/2020 along with miscellaneous funding divisions. Note that IT and Fleet Services are usually considered part of Fire Administration, but are broken out here for the sake of clarity.

	FY 19/20 Adopted
Fire Administration	\$2,378,515
<i>IT</i>	\$1,035,063
<i>Fleet Services</i>	\$1,950,000
Suppression Division	\$26,443,916
Prevention Division	\$1,099,282
Training Division	\$818,419
Emergency Management Division	\$576,635
Maintenance and Alarm Division	\$1,486,170
Misc. Ambulance Services	\$215,000
Misc.	
Radio Lab	\$23,000
Hazardous Materials	\$20,000
Technical Rescue	\$20,000
Total Expenditures	\$36,066,000



Operations Division

Personnel

Our organization is built around supporting the Department's Operations Division. The Operations Division is responsible for responding to the daily emergencies within our community. Battalion Chief's Shawn Deprez, Antoni Martinez and Eric Weber manage each of three shifts. While company Captains handle command of minor incidents and manage their assigned individual crews the Battalion Chief is available to take control of more difficult or complex emergencies.

The City maintains six fire stations, training grounds and a maintenance-alarm facility. Current funding allows for staffing levels of 53 full-time firefighters on each of three shifts with a minimum daily staffing of 41. Stations are staffed using a three-platoon 24-hour shift schedule. Staffing levels allow the department to maintain a response force of six engine companies, two truck companies and five ambulances daily. Ambulances are staffed with two medically certified personnel with a minimum of one licensed paramedic. Hazardous materials, technical rescue and water rescue units are available for response through the reassignment of on shift engine and truck company personnel. Each truck and engine company is staffed with a Captain, Engineer and two Firefighters. If shift staffing falls to less than 43 personnel one or two companies may have their staffing reduced by one firefighter in order to keep the 5th ambulance in service.

Selected Incidents

July 28th – Engine Company 42 responded to reported apartment fire, which ended up being in Lansing Township. Engine 42 crew was first in and made a rescue of a disoriented male resident from the third floor hallway. Victim received burns on arms but made a full recovery.

August 10th – A car vs bus accident resulted in one fatality and one passenger requiring extrication. Complicating the incident was the fact that the car caught on fire after the accident. Passenger survived.

August 25th – A long and difficult extrication was accomplished after a semi-truck went off a bridge at Trowbridge and US 127 and landed near the railroad tracks trapping the driver.

August 30th – Car bus accident resulted in 17 patients with nine transported to local hospital.

October 16th – Rescue crews responded to a women in the river near the MLK bridge. Boats were deployed and the woman was pulled from the water in a night time operation. Women was treated, transported and survived.

October 29th – 809 W. Barnes first on-scene Engine Company made a quick rescue of a senior female trapped in upstairs bedroom.

September 2nd – Excellent work by on scene medics assisted in saving the life of a child who received life-threatening injuries after being struck by a car.

Prevention Division

Fire Marshal Marshaun Blake works with Inspectors Sheila Platner, Tony Phillips, Mauricio Barrera and James Harrington to assure that the properties within the City remain in compliance with adopted fire codes. Fire Prevention and education activities are also viewed as important work of the division.

Division Activity

- Managed separation of Department's Fire Prevention/Inspection Division from City's Code Enforcement activities

- A fire inspector position was added to the Fire Marshal office bringing the total to four Fire Inspector/Investigators
- Managed increased workload requirements within Fire Prevention Division that included reviewing plans and site inspections resulted from numerous marijuana business applications
- Four new fire inspector vehicles were ordered in 2018 with delivery expected next year. The new vehicles will convert the division from a sedan style vehicle to a 1/2-ton pick-up truck. This change will provide inspectors with transportation necessary to respond in all types of weather, to construction sites for inspections and plan review, and be able to carry the tools, lights and other equipment needed to investigate fires and inspect large events.
- Began the necessary process to adopt the 2018 International Fire Code needed to remain consistent with the State's mandated building code
- On October 13th in partnership with the Lansing Township Fire Department the Division successfully held our annual Fire Safety Open House at station #8. Other partners included Box 23, Consumers Energy and our E.O.C. Staff. There were several demonstrations including high angle rescue, vehicle extrication, fire extinguisher demonstration/instruction, a burn cell demonstration with and without residential sprinklers, kids F.F. challenge course, bounce house, as well as apparatus and equipment displays. Between 800 and 1,000 visitors attended the one day event.

FY 19/20 Goals

Increase attendance at 2020 Fire Prevention Week Open House and establish partnership with Lansing Schools to spread Fire Prevention messaging.

Increase number of recurring Life Safety Inspections across the City to identify and provide guidance to resolve potential Life/Safety hazards.

Training Division

Personnel

Training Chief Teresa Robinson [add promoted new chief], Training Captain Kevin Christiansen and Training Captain David Rivet each serve as multi-faceted trainers and educators. Secretary Michelle Greko supports them. A cadre of specialty adjunct instructors also supports the division. These men and women are trained professionals with specialized instructor credentials from across the Divisions and ranks of the Fire Department.

Division Activity

- Hosted Mental Wellness Training with a focus on Prevention by Jeremey Herd
- Pump Apparatus Driver Operator class for up and coming Engineers
- Training on the 6 new Lucas 3.1 chest compression system
- Conducted Hit it Hard from the yard with a transition to interior fire attack training at houses on Allegan provided by The Eyde Company
- Conducted training for a new technique on basement fire attack at houses on Allegan provided by The Eyde Company
- Hosted Backing the Badge FF Wellness classes by Kate Strong
- Hosted Firefighter Misconduct class at the SWOC by Curt Varone
- Conducted Hotel Fire training with the Metro Partners at Happy's Inn
- Assisted Ingham County in the delivery of Fire Officer Training course series
- Cooperative training with the Board of Water and Light for boom operations
- Hosted Effective Report writing at the SWOC by Task Force 1 Pete Reid

Contact Hours of Recorded Training

EMS Training 2,638.5
Hazardous Materials Training 1,040.5
Officer Training 4578.5
Recruit Training 1,203
Specialty Training 2,558
Company & Other Training 9,097.13
Driver Operator 1,270.25
Total Contact hours 2019 22,385.88

Emergency Management Division

Personnel

William Engelter is the Division's Emergency Management Chief. Also working in the Division is EMD Captain Jason Stevens, Community Hazard Mitigation Specialist Ronda Oberlin, Regional Planners Raynika Battle and Colby Winter.

Disaster Response Activity

- The division was very active with a very cold winter at the start of 2019. The Emergency Operations Center (EOC) coordinated with many outside agencies to open warming centers and shelters during an extreme cold weather event. A collaborative effort within all city departments and outside partners resulted in zero serious injuries or deaths during this life-threatening event.
- Many of the Emergency Operation Plans were reviewed and updates were started on many of our preparedness plans. The work is an ongoing effort and will continue into next year.
- The division also worked with many schools, businesses, churches and organizations to review their internal emergency plans and make recommendations based on current best practices in the industry.

Mitigation Activity

- Oversaw the approval and adoption of the City's updated Hazard Mitigation Plan. The plan is required under federal law and identifies the ways that the City will reduce its disaster risk in the future.
- Secured funding for an overhaul of the City's flood insurance rate maps after they were found to incorrectly show more homes and businesses in the floodplain than are actually at risk. The corrected maps are expected to remove between 50 and 175 properties from the floodplain. Although flooding can occur anywhere, and all property owners are encouraged to have flood insurance, removing these properties from the regulatory floodplain will lower the cost of flood insurance significantly.
- Continued to facilitate the City's Floodplain Property Acquisition and Demolition program. More than 30 high-risk homes have been purchased under this program to date, resulting in nearly half a million dollars in avoided damage during the 2018 flood.

Special Events

Planned and coordinated public safety and emergency response for six large special events, including the Governor's Inauguration and State of the State address, two large music festivals, and the annual Silver Bells in the City parade.

Exercises and Training

- Continually trained and exercised capabilities to stay current on trends in Emergency Management.
- Participated in 12 Federal and State level trainings plus many local jurisdiction trainings, 4 conferences, and 3 exercises.

Volunteer Activity

- Coordinated many volunteer hours provided by CERT (Community Emergency Response Team) and RACES (Radio Amateur Civil Emergency Services) collectively responsible for providing over 5,000 volunteer hours annually.
- Complete CERT basic training class with 17 volunteers graduating the program.

Do 1 Thing

The Do 1 Thing program was developed by Lansing's Emergency Management Division. It is designed to assist individuals with disaster planning by asking them to perform one activity each month. This program has garnered widespread recognition and has been adopted for use in communities across the country and internationally.

Do 1 Thing spreads its message to a large range of audiences. 2019 outreach events included:

- 20 outreach presentations
- 24 outreach tabling events
- Monthly radio segment on preparedness at Lansing Community College
- 361 new subscriptions to our preparedness newsletter
- 13,405 emergency preparedness calendars distributed
- 2nd annual Do1Thing fair with over 100 attendees.
- Created partnership with Lansing Retired Seniors Volunteer Program (RSVP) to train over 97 volunteers as Do1Thing Ambassadors.
- Progressed development on Do1Thing mobile app; schedule for completion before the end of 2019.

Maintenance and Alarm Division

Personnel

Maintenance and Alarm Chief Jwan Randle leads a team of Maintenance Captains including Loy Lack and Michael Demps. Division Secretary Rahila Kato handles office responsibilities for the Division. In addition to facility and equipment maintenance and testing the Division provides needed logistical support at major incidents through the delivery of breathing air, food and water to response crews.

Division Responsibilities

The division partners with City of Lansing Property Management and IT to provide attentive action for submitted work orders. Additionally, the Division issues EMS supplies, linen and equipment, maintains and repairs Suppression equipment, provides general office and cleaning supplies across all divisions, provides seasonal property upkeep like snow plowing, lawn services and pest control, continually tests equipment (SCBA units, hoses, ladders, etc.) and provides on-call response to structure fires for logistical support including provision of basic crew needs (oxygen, water, food, etc).

Division Highlights

- Research and development of new EMS Inventory platform
- Maintenance of LPD SCUBA tanks.
- Acquired 22 beds and distributed to stations, including 17 beds donated by Ashley Furniture
- Purchased updated Turnout Gear and Boots for the Department
- Acquired 25 SCBA Scott Carbon Cylinder with valve for total 82 Scott Bottles in service.

Current Projects

- Collaborating with EMS committee for future Cardiac Monitors and AED acquisition
- Hose Testing in progress with report complete by the end of December

FY 19/20 Goals

- Develop LFD Facilities Review and Deferred Maintenance Plan
- Update LFD Equipment Inventories across all facilities
- Update LFD Vehicle/Equipment Inventories and maintenance history

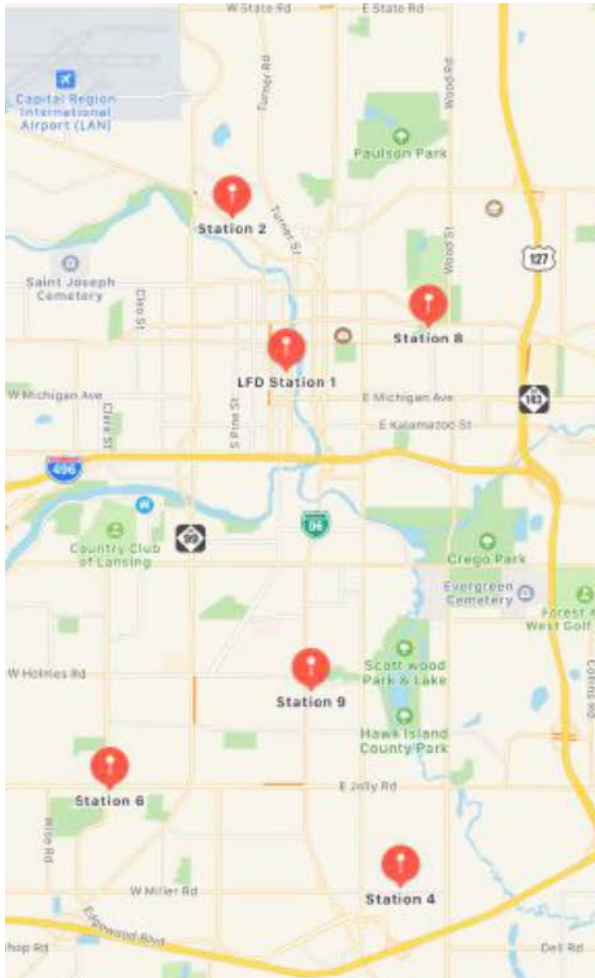
Frequently Asked Questions

How can I acquire a Recreational Burn Permit?	Burn permits area available for \$50 and can be acquired by mail, in person at Station 1, or online. More information available here: https://www.lansingmi.gov/751/Recreational-Fire-Permits-Burn-Permits
Why do Fire Engine's respond to Medical Emergencies?	Fire Engines carry an assortment of equipment that may be required during an emergency response, and provide the additional personnel needed to meet regulatory requirements and maintain safety for all on scene.
What type of work do Firefighters do when not on a call?	Firefighters and Paramedics carry
What is Mutual Aid and how does it work?	Mutual Aid Agreements
What is an ISO rating?	An ISO rating
What is Box 23?	
Who do I call if I have a concern about fire safety (non-emergency)?	

Equipment Inventory

Vehicle #	Division	Type	Year	Make	Model	Location	Function	Miles/Hrs	Meter
FD101	FIR A&M	GENERATOR	2008	WACKER	LTC4C	SWOC	LIGHT TOWER - EOC	Hours	198
FD102	FIR A&M	GENERATOR	2008	WACKER	LTC4C	SWOC	LIGHT TOWER - EOC	Hours	184
FD107	FIR A&M	TRAILER	2008	WANCO	SOLAR ARROW BOARD	SWOC	TRAILER - TRAFFIC (EMERG)		
FD111	FIR A&M	TRAILER	2011	TRAILEX	SUT-4501	SWOC	TRAILER - BOAT		
FD112	FIR A&M	TRAILER	2011	TRAILEX	SUT-4501	SWOC	TRAILER - BOAT		
FD113	FIR A&M	TRAILER	2011	TRAILEX	SUT-4501	#4 FIRE STATION	TRAILER - BOAT		
FD114	FIR A&M	TRAILER	2011	TRAILEX	SUT-4501	SWOC	TRAILER - BOAT		
FD5075	FIR A&M	PICKUP UTILITY 4X4	2015	CHEVROLET	SILVERADO 3500HD	MAINT & ALARM DIVISION	FIRE MAINTENANCE	Miles	59,022
FD6071	FIR A&M	PICKUP 4X4	2006	CHEVROLET 4X4	SILVERADO	MAINT & ALARM DIVISION	FIRE MAINTENANCE	Miles	103,163
FD6071.05	FIR A&M	PLOW	0	WESTERN	PRO-PLOW	3708 PLEASANT GROVE, LA	SNOW REMOVAL		
FD7072	FIR A&M	PICKUP 4X4	2017	CHEVROLET	SILVERADO 2500HD	MAINT & ALARM DIVISION	FIRE MAINTENANCE	Miles	28,184
FD7072.05	FIR A&M	PLOW	2017	WESTERN	MVP PLUS	#4 FIRE STATION	SNOW REMOVAL		
FD9073	FIR A&M	PICKUP UTILITY 4X4	2009	CHEVROLET	3500 4X4 (SERVICE)	MAINT & ALARM DIVISION	FIRE MAINTENANCE	Miles	129,244
FD9073.05	FIR A&M	PLOW	0	WESTERN	PRO-PLOW	3708 PLEASANT GROVE, LA	SNOW REMOVAL		
FT100	FIR A&M	FIRE PUMP	1974	FMC BEAN	TRAILER	SWOC	HOSE TEST PUMP/TRAILER		
FT335	FIR A&M	TRAILER	2003	UNITED TRAILERS	TRAILER		LOGISTICS TRAILER		
FT336	FIR A&M	TRAILER (ENCLOSED)	2012	ROYAL	ENCLOSED TRAILER	SWOC	CERT (ENCLOSED TRAILER)		
FT344	FIR A&M	TRAILER	2003	SOUTHWEST		SWOC	MASS CASUALTY TRAILER		
AS106	FIR AAA	TRAILER	2008	INTERSTATE		SWOC	RADIO/ELECTRONICS		
AS1088	FIR AAA	ADMINISTRATIVE	2011	CHEVROLET	IMPALA	#1 FIRE STATION	ADMINISTRATIVE	Miles	81,373
AS5092	FIR AAA	ADMINISTRATIVE	2015	CHEVROLET	MALIBU	#8 FIRE STATION EOC	EOC	Miles	11,275
AS7005	FIR AAA	SUV 4X4 - LEASED	2017	CHEVROLET	TAHOE LS	#1 FIRE STATION	ADMINISTRATIVE-LEASED	Miles	25,902
G-DAVID	FIR AAA	GENERATOR	1989	DAYTON	GENERATOR	DAVID STREET	FACILITY GENERATOR	Hours	317
G-STA1	FIR AAA	GENERATOR - FACILITY	2006	CUMMINS/ONAN	GENERATOR	#1 FIRE STATION	FACILITY GENERATOR	Hours	185
G-STA2	FIR AAA	GENERATOR - FACILITY	2012		GENERATOR	#2 FIRE STATION	FACILITY GENERATOR	Hours	50
G-STA4	FIR AAA	GENERATOR - FACILITY	2003	CUMMINS/ONAN	GENERATOR	#4 FIRE STATION	FACILITY GENERATOR		1,433
G-STA6	FIR AAA	GENERATOR - FACILITY	2001	CUMMINS/ONAN	GENERATOR	#6 FIRE STATION	FACILITY GENERATOR		
G-STA8	FIR AAA	GENERATOR - FACILITY	1999	CUMMINS/ONAN	GENERATOR	#8 FIRE STATION	FACILITY GENERATOR	Hours	38
G-STA9	FIR AAA	GENERATOR - FACILITY	2012		GENERATOR	#9 FIRE STATION	FACILITY GENERATOR	Hours	50
FD3001	FIR COM	SUBURBAN(FIRE)	2003	CHEVROLET	SUBURBAN	#4 FIRE STATION	SUPPRESSION	Miles	104,629
FD3004	FIR COM	SUBURBAN(FIRE)	2003	CHEVROLET	SUBURBAN	#2 FIRE STATION	SUPPRESSION	Miles	102,490
FD5074	FIR COM	SUBURBAN(FIRE)	2015	CHEVROLET	SUBURBAN	#1 FIRE STATION	COMMAND	Miles	74,959
FD7003	FIR COM	SUBURBAN(FIRE)	2007	CHEVROLET	SUBURBAN	#6 FIRE STATION	SAFETY CAR	Miles	129,455
FA1064	FIR EMS	TRUCKSTER UTILITY	2010	BOBCAT	2200	#1 FIRE STATION	ATV - RIVERWALK	Hours	172
FD0443	FIR EMS	AMBULANCE	2004	CHEVROLET	TYPE III	#1 FIRE STATION	MEDIC - BERTATRIC	Miles	111,178
FD0744	FIR EMS	AMBULANCE	2007	CHEVROLET	TYPE III	#1 FIRE STATION	MEDIC - RESERVE	Miles	180,633
FD0748	FIR EMS	AMBULANCE	2007	CHEVROLET	TYPE III	#1 FIRE STATION	MEDIC	Miles	188,301
FD1047	FIR EMS	AMBULANCE	2010	CHEVROLET	C-4500	#9 FIRE STATION	MEDIC	Miles	184,045
FD1545	FIR EMS	AMBULANCE	2015	FORD	F450 - TYPE I	#1 FIRE STATION	MEDIC	Miles	117,956
FD1546	FIR EMS	AMBULANCE	2015	FORD	F450 - TYPE I	#1 FIRE STATION	MEDIC	Miles	120,951
FD1649	FIR EMS	AMBULANCE	2015	FORD	F450 - TYPE I	#9 FIRE STATION	MEDIC	Miles	73,387
FD1740	FIR EMS	AMBULANCE	2017	FORD	F450 - SUPER DUTY	#1 FIRE STATION	MEDIC	Miles	50,320
FD1941	FIR EMS	AMBULANCE	2019	FORD	F450 - SUPER DUTY		MEDIC	Miles	6,061
FD1941	FIR EMS	AMBULANCE	2019	FORD	F450 - SUPER DUTY		MEDIC	Miles	6,061
FD1090	FIR MAR	PICKUP 4X4	2011	GMC	SIERRA	#1 FIRE STATION	FIRE MARSHAL	Miles	153,351
FD5077	FIR MAR	SUV (FIRE)	2015	FORD	EXPLORER	#1 FIRE STATION	ADMINISTRATIVE - EOC	Miles	35,830
FD9091	FIR MAR	PICKUP 4X2	2019	CHEVROLET	SILVERADO 1500		ADMINISTRATIVE	Miles	873
FD9092	FIR MAR	PICKUP 4X2	2019	CHEVROLET	SILVERADO 1500		ADMINISTRATIVE	Miles	2,152
FD9093	FIR MAR	PICKUP 4X2	2019	CHEVROLET	SILVERADO 1500		ADMINISTRATIVE	Miles	1,778
FD9094	FIR MAR	PICKUP 4X2	2019	CHEVROLET	SILVERADO 1500		ADMINISTRATIVE	Miles	1,420
AS5082	FIR PRV	ADMINISTRATIVE	2015	CHEVROLET	MALIBU	#8 FIRE STATION EOC	EOC CHIEF	Miles	16,640
AS5091	FIR PRV	ADMINISTRATIVE	2015	CHEVROLET	MALIBU	FIRE TRAINING	TRAINING CHIEF	Miles	16,312
FT-STA8	FIR PRV	TRAILER	1969	FRUEHAUF	TRAILER	SWOC	STORAGE TRAILER		
C-FTAIR	FIR SUP	COMPRESSOR BA	1999	MAKO	COMPRESSOR	SWOC	PORTABLE COMPRESSOR	Hours	200
FA9062	FIR SUP	PICKUP 4X4	1990	DODGE	2500 (ALL-TERRAIN)	#9 FIRE STATION	ATV (ALL TERRAIN)-BRUSH P	Miles	7,100
FA9361	FIR SUP	PICKUP 4X4	1993	GMC	2500 (ALL-TERRAIN)	#1 FIRE STATION	ATV (ALL TERRAIN)-BRUSH P	Miles	13,241
FA9463	FIR SUP	TRUCKSTER UTILITY	1988	KAWASAKI	MULE (4X4) KAF450B1	#1 FIRE STATION (MULE)	ATV (ALL TERRAIN)	Miles	2,163
FD1069	FIR SUP	TRUCK TRACTOR	2010	SPARTAN	FURION	#8 FIRE STATION	USAR TRUCK	Hours	805
FD115	FIR SUP	COMPRESSOR BA	1993	EAGLE	BARON II	#9 FIRE STATION	COMPRESSOR	Hours	1,961
FD120	FIR SUP	COMPRESSOR BA	2011	EAGLE	RVA15G3G4UC4R	#1 FIRE STATION	AIR COMPRESSOR	Hours	2,000
FD121	FIR SUP	COMPRESSOR BA	2014	MAKO	4500		AIR COMPRESSOR	Hours	1,104
FE0304	FIR SUP	FIRE PUMPER	2003	SPARTAN/QUALITY	METRO STAR/LIBERTY	#2 FIRE STATION	ENGINE 44	Hours	10,037
FE0308	FIR SUP	FIRE PUMPER	2003	SPARTAN/QUALITY	PUMPER	#4 FIRE STATION	ENGINE 42	Hours	10,010
FE0903	FIR SUP	FIRE PUMPER	2009	SPARTAN/CRIMSON		#1 FIRE STATION	ENGINE 41	Hours	8,220
FE1410	FIR SUP	FIRE PUMPER	2014	SPARTAN	PUMPER	#9 FIRE STATION	ENGINE 49	Hours	5,236
FE1411	FIR SUP	FIRE PUMPER	2014	SPARTAN	PUMPER	#6 FIRE STATION	ENGINE 46	Hours	5,788
FE1412	FIR SUP	FIRE PUMPER	2014	SPARTAN	PUMPER	#8 FIRE STATION	ENGINE 48	Hours	4,080
FE1413	FIR SUP	FIRE PUMPER	2014	SPARTAN	PUMPER	#4 FIRE STATION	ENGINE 44	Hours	4,746
FE9805	FIR SUP	FIRE PUMPER	1998	KME	CMFD EXCEL	#9 FIRE STATION	ENGINE 49 (E45)	Hours	13,244
FE9806	FIR SUP	FIRE PUMPER	1998	KME	CMFD EXCEL	#6 FIRE STATION	ENGINE 46	Hours	12,428
FL9624	FIR SUP	FIRE AERIAL	1996	PIERCE	105' AERIAL	#9 FIRE STATION	LADDER TRUCK	Hours	7,930
FP0127	FIR SUP	FIRE AERIAL	2001	PIERCE	105' AERIAL		TRUCK - PLATFORM	Hours	2,003
FP0726	FIR SUP	FIRE AERIAL	2007	KME	102' AERIAL	#1 FIRE STATION	TRUCK	Hours	5,614
FS0532	FIR SUP	FIRE SQUAD	2005	SPARTAN/SPENCER	ADVANTAGE/EQTR	#6 FIRE STATION	HAZMAT /SQUAD 46	Hours	3,240
FT0170	FIR SUP	TRAILER	2010	HACKNEY	TU27160	#8 FIRE STATION	USAR TRUCK		
FT0776	FIR SUP	TRAILER	2007	WELLS CARGO	EW2424	#3 FIRE STATION (Hillsdale)	METRO DE CON		
FT-AIR	FIR SUP	TRAILER	1998	SWXPR	TRAILER	SWOC	AIR TRAILER		
FT-HAZ	FIR SUP	TRAILER	2002	SOUTHWEST	TRAILER	#3 FIRE STATION (Hillsdale)	METRO HAZMAT		
AS5086	FIR TRA	ADMINISTRATIVE	2015	CHEVROLET	MALIBU	#1 FIRE STATION	ASSISTANT CHIEF	Miles	14,533
AS8085	FIR TRA	VAN - PASSENGER	1998	GMC	SAFARI VAN	TRAINING TOWER	ADMINISTRATIVE	Miles	67,559
FD7089	FIR TRA	SUV	1987	GMC	SUBURBAN	TRAINING TOWER	TRAINING	Miles	45,153

Station Map



Station 41: 1 Engine, 1 Ladder, 1 Battalion Command, 2 Medic Units, Brush Truck w/ Water Rescue, 2 ATV. Home of Operations and Administration offices.



Station 42: 1 Engine w/ "Jaws of Life" extraction equipment and water rescue equipment.



Station 44: 1 Engine, 1 ATV/ Water Rescue, 1 CERT Trailer, 1 Mass Casualty Trailer, 1 Ladder Truck



Station 46: 1 Engine, 1 Medic Unit, 1 Hazmat Squad. Hazmat Squad responds to all Hazmat incidents in the Metro area.



Station 48: 1 Engine, 1 Technical Rescue Truck and trailer — equipment for confined space rescue, building collapse rescue, trench rescue, and high angle rope rescue.



Station 49: 1 Engine, 1 Safety Vehicle, 1 Medic Unit, 1 brush truck with water rescue boat.

HUMAN RELATIONS & COMMUNITY SERVICES

Dr. Joan Jackson-Johnson, Director

Department Description

The City of Lansing Human Relations and Community Services (HRCS) Department mission is to foster a robust, connected community by coordinating local human services, providing dispute mediation, reconciliation services and complaint investigations, conducting community needs assessments, and pursuing funding to support City initiatives. Staff provide grants management, contract development and community-wide services planning as a Recipient of Federal, State, and Local homeless grants, maintain monitoring, oversight and data collection systems and serving as Lead Agency for the Homeless Management Information System (HMIS). Annual HRCS outreach events bring basic needs services directly to Lansing citizens, especially those who are under-served, leading to greater family stability. As community needs evolve, HRCS stands ready to assist in creating innovative solutions.

100 grants awarded to local agencies to address basic needs

Community Forum

The annual Community Forum hosted by the HRCS Department helps determine funding priorities for City General Fund Allocations. Local agencies participate in a community needs/gaps analysis, sharing research, data and best practices. Application information is provided resulting in more than 100 applications reviewed and grant awards proposed to City Council as part of the City Budgeting process. Distribution of local grant funds brings in both state and federal dollars to local agencies at least 10 times the investment that serves local citizens and stimulates local economic development while addressing urgent human services needs.

\$1,725,000 general fund dollars and \$40,000 City Supported funds were awarded to at least 80 agencies. On-going technical assistance, financial and program monitoring is provided throughout the year as part of HRCS contract management.

Housing Accomplishments

Decreased Homelessness

Homelessness decreased by 8% in the Lansing area, as compared to 2017. While more than 2,600 people in Ingham County spent at least one night in an emergency shelter or transitional housing, 8% fewer people became homeless in 2019. (There was essentially no change between 2018 and 2019). Increasing efforts in eviction prevention programs and rapid re-housing models are cited as part of the solution to homelessness.

The Point-In-Time Count conducted in January 2019, estimates 348 households are homeless in Ingham County on any given night. Nearly all homeless people encountered during the PIT Count were staying in an emergency shelter or warming center during these Polar Vortex weather conditions. The few found outside or in a place “not meant for human habitation” were offered transportation to warming centers or a shelter.

Ending Veteran Homelessness

The local Continuum of Care’s Veteran Services Coordination Team, chaired by HRCS, was recognized for “effectively ending” local veteran homelessness by the United States Interagency Council on Homelessness, HUD and the VA. Lansing was only the second municipality and the third CoC in Michigan to receive this honor. Since 2010, the number of homeless veterans decreased locally by 64% due to multiple agencies’ efforts. Systems are now in place to ensure Veteran homelessness is rare, brief, and non-recurring.

Emergency Shelters Collaboration improving outcomes

The Michigan Department of Health and Human Services, the Salvation Army, and the local Continuum of Care, (the Capital Region Housing Collaborative) of which HRCS is Fiduciary, were chosen to participate in a National Alliance to End Homelessness initiative to improve coordination and housing outcomes in the local emergency shelter system. Through this engagement, local shelters have accepted a challenge to house 265 households in 100 days. The challenge began in November 2019. #HousingMatters265 for ongoing progress updates.

Rapid Rehousing Reduces time in homelessness

The community scaled-up rapid re-housing resources, a proven approach to ending homelessness. Using a Housing First model, local non-profits are on track to help more than 300 households move out of a shelter and into housing by paying for upfront costs of moving into a housing unit, often with a few months of rental assistance.

Responding to Community Needs

Poverty Summit

More than 100 community members attended the HRCS-sponsored Poverty Summit in January 2019 featuring the work of Dr. Marcella Wilson and her Transitions to Success (TTS) program. In April/May a cadre of 25 professionals were trained in TTS to become “champions” to address the condition of poverty. Eleven trainees will become trainers to infuse these practices throughout the local human services sector. The training incorporates best practices such as motivational interviewing, and person-centered, trauma-informed, and strengths-based approaches. Reframing poverty from an individual character flaw to a condition that can be resolved helps debunk poverty myths and engages people to resolve their problems. There is great potential in this approach to instill hope and decrease poverty in Lansing.

Responding to Community Crises

HRCS staff attend to individual crises daily through its Citizen Assistance Program in which staff provide intake, information and referral, and advocacy with local service providers, and address service gaps. HRCS staff handled more than 800 Citizen Assistance cases thus far in 2019. HRCS staff implemented systems leading to faster turnaround times in helping citizens find their best solutions.

In the recent fire in which some family members died or were severely injured, staff provided assistance where local services were insufficient to meet the family needs. Often, very small efforts can make a big difference to a family or child’s quality of life, such as new shoes or boots through the Lansing Old Newsboy program or coats distributed at Lansing Community Connect. HRCS helped more than 100 people obtain birth certificates, a common barrier for people who have lost everything, that is easily resolved with a bit of HRCS assistance.

Federal and State Grant awards Received to address homelessness

HRCS staff successfully completed extensive NOFA grant applications to procure \$2,551,124 in Federal HUD funding and \$453,579 in State MSHDA ESG funds to address homelessness locally. HRCS staff are uniquely qualified to strategically manage the CoC application process, interpret HUD priorities and guidelines, provide data management, grants management and monitoring, complete all required Federal and State reporting, act as Recipient and oversee 20 subrecipient contracts. This year, HRCS staff also prepared for and managed two HUD monitoring visits for the CoC and ESG programs that included sub-recipient site visits. All findings were successfully resolved. Contract staff also participated in the annual City audit that was expanded to MSHDA and ESG programs in 2019.

HRCS staff leads the CoC Strategic Planning, Continuous Quality Improvement, and Fund Distribution processes resulting in a completed three-year plan, overseeing HUD application, ranking and funding reallocations, and data sharing and outcomes reviews. HUD Planning and HMIS grants help fund HRCS staff who work closely with the CoC and the City EDP Department to satisfy all HUD compliance requirements and incorporate City needs and priorities. These processes provide a forum for provider agencies to collaborate and incorporate innovative best practices that improve outcomes for the people served. The accomplishments cited earlier are the direct result of these efforts.

Landlord Engagement

Rent Smart

The HRCS Housing Ombudsman oversees this unique Renter Education workshop series. The four-week intensive class enrolled 387 residents, with 233 successfully completing all course requirements, who are better equipped to find, and keep, housing. These individuals have overcome many barriers such as poor credit, past evictions or a lack of rental experience, who now understand how to budget, maintain their household, and respect the properties.

Landlord Involvement

HRCS increased a list of responsible landlords to participate in the Rent Smart program by 18%. Almost 75 landlords attended an outreach luncheon designed to engage them in City programs to benefit both tenants and landlords. HRCS continues to engage landlords to promote responsible rental practices and positive relationships with City departments.

Citizen Assistance and Outreach

Utility, Eviction Assistance and the Pre-Eviction Prevention Program (PEPP)

Seventeen households received financial assistance totaling \$7,675, preventing them from losing their public housing. PEPP is an innovative HRCS collaboration with the Lansing Housing Commission (LHC) and the Financial Empowerment Center (FEC) targeting public housing tenants at risk of eviction due to late rents and fees. Tenants receive financial assistance and education through this prevention program, saving thousands of tax dollars.

St. Vincent De Paul, Lansing Board of Water and Light (LBWL) and the Continuum of Care pools funds to address people at risk of homelessness due to rental arrears, overdue fees or delinquent utility bills. More than 790 clients were assisted through the St. Vincent De Paul and BWL programs, and 833 people (306 households) avoided eviction through landlord mediation, or one-time rent or utility payments through the CoC ESG & MSHDA funded Eviction Diversion Prevention programs. All adults assisted are required to attend the Financial Empowerment Center session to address the financial management issues that led to their crisis.

Community Connect

This HRCS outreach program connecting low income and at-risk citizens with services and resources was held in November 2019. More than 250 citizens received bus cards, winter coats, personal needs and a hearty lunch. Flu shots and non-profit agencies were available to distribute information related to employment, health services, housing and other resources.

Mobile Food Pantry

More than 600 tons of food were distributed to approximately 6,657 households consisting of 35,202 individuals through the Mobile Food Pantry (MFP). The MFP addresses food insecurity through a contract with the Greater Lansing Food Bank, in cooperation with Meijer, Value Land, area churches and a host of volunteers. MFP operates on the third Saturday of each month at pre-arranged sites in Lansing. Volunteers deliver food directly to seniors and subsidized housing sites.

The Pat Babcock Connect 4 Kids (C4K)

C4K distributes clothing vouchers, haircuts, health and dental services, library books, and other amenities at the Annual Pat Babcock C4K community outreach event. C4K addresses services gaps and helps satisfy family needs connecting them with resources and providing new back to school clothing. The event continues to expand each year due to increasing needs and agency and school involvement. Local donors, volunteers, businesses and agencies provide sponsorships, especially Sears, the Lake Lansing Meijer, Capital Area Transportation Authority (CATA), Community Mental Health of Clinton, Eaton, Ingham (CMH-CEI), Greater Lansing Food Bank (GLFB), Lansing Housing Commission (LHC), United Auto Workers (UAW) Women, Diocese of Lansing, Union Missionary Baptist Church (UMBC), SodexoMAGIC, Ingham County Health Department and Department of Health & Human Services, Dean Transportation, and the Lansing Center.

Break Feeding Program

More than 1,052 family food boxes were distributed to households with 1,302 school-aged children during school breaks when other area resources were not available. It is estimated that Lansing area children and youth miss 8.3 meals per week when out of school for extended periods. Due to the continued reduction of state family food assistance, this program directly supplements food security for Lansing families.

Feed the Babies, Keep them Dry

105 at risk households with children received diapers, formula, baby food, strollers, car seats, and infant health and grooming kits at this event. Lansing Catholic Central, the Ingham County Health Department, and generous donors hosted, participated, and contributed items for newborns and toddlers.

Complaint Investigations & Compliance

Police Complaint Investigations

HRCS provides a forum for citizens with police complaints relative to their perceived treatment by the local police authorities through the HRCS Commission Investigator and Complaint Committee. The Commission Investigator provides direct services to distressed citizens, reviews all complaints, conducts complaint investigations, and exercises Board control by removing and reassigning complaints for personal investigation. The Commission Investigator and Complaint Committee (four members of the Police Commission) worked with the Chief of Police and Internal Affairs to streamline the complaint process to better reflect the needs of notification, transparency and the disposition of reported citizen complaints whether formal or informational.

EEO Specialist

HRCS' EEO Specialist reviewed 27 construction projects for Prevailing Wage compliance - A prevailing wage project resulted in two contractors giving restitution of more than \$6,000 to 22 employees. Additionally, four contractors were required to register and pay more than \$700 for City of Lansing Income Withholding Taxes as a result of HRCS staff review. The EEO Specialist and the Commission Investigator collaborated to respond to two U.S. EEO Commission complaints. These staff also enforce the City's Human Rights Ordinance as required by statute.

HUMAN RESOURCES

Linda Sanchez-Gazella, Director

Department Description

The Department of Human Resources facilitates the effective delivery of all City employee services by managing the City's most valuable resource -- its employees. The department oversees full life-cycle workforce strategic planning including but not limited to: recruitment/staffing, compensation/benefits, safety/wellness, and labor/employee relations, and manages and approves all human resource functions within the City. Human Resources is responsible for training development in addition to policy development, implementation and interpretation. The department ensures fair and equal hiring practices. It consults and collaborates with potential new, active, and retired employees, executive management, department and union leaders, and various vendors and consultants. The major focus of the department's work in 2017 included the implementation of the foundational governance direction for its team members; which delivered improved customer experience and productivity. It also included the creation, modernization and improvement of its processes and technology for efficiency, timeliness, and talent competitiveness. The department's governing core values and intention statement are:

Accountability: We take ownership of our behaviors, actions, decisions and/or outcomes; while not blaming others when things go wrong.

Communication: We exchange information, thoughts, and ideas effectively through interpersonal messages and/or systems.

Professionalism: We uphold professional methods, character and standards.

Service: We act in ways that help, assist and/or benefit others.

Teamwork: We work together across organizational boundaries to achieve a common purpose.

City of Lansing Human Resources Department Intention Statement

Reputation with Our Customers: The Human Resources Department is committed to providing professional and efficient services resulting in a positive customer experience.

Teamwork Necessary to Accomplish Our Reputation with Our Customers: We have a first class reputation by working together utilizing: service excellence, accountability, continuous growth and effective communication.

Value/Benefit the Human Resources Department brings to the City of Lansing: Our service provides a supportive environment that attracts and retains the best and brightest that will fulfill the City of Lansing's mission.

Hiring

Hired 230 new hires – 33.5% minority, 13.4% reported as undefined By department –

Assessor	2	50% Minority
OCA	3	35% Minority
City Clerk	11	9% Minority
EDP	20	25% Minority
Finance	4	25% Minority
HRCS	1	100% Minority
HR	5	60% Minority
IT	3	33% Minority

Mayor	18	6% Minority
NCE	9	33% Minority
Parks	86	55% Minority
Police	34	33% Minority
PS	28	4% Minority
Treasury	1	0% Minority

Promoted 75 current employees - increase of 12% from last year and 74 reclasses – increase of 270%.

Health and Safety

Training Conduct:

- Respiratory Protection for street sweeper operators 10/03, 10/09, 10/14/2019
- Confined space 05/14/2019 and 09/27/2019
- Scissor Lift 09/23/2019
- Lock Out, Tag Out 05/14/2019 and 09/17/2019
- DOT 09/16/2019 thru 09/20/2019
- Blood Borne Pathogens and Clean up – Parking Service – 09/05 and 09/06/2019
- Bio Hazard 07/24/2019
- Create training for High Visibility Clothing – Tailgate Talk 07/19/2019
- MIOSHA (10 hour training) 05/06/2019 and 05/28/2019
- Fork Lift 05/16/2019
- Aerial 05/16/2019
- Right to Know 05/14/2019
- Blood Borne Pathogen and Personal Protection Equipment 05/14/2019 and 07/24/2019
- First Aid/CPR 02/17 through 02/20/2019 and 05/01/2019
- Confined Space and Trenching for Cemetery 04/18/2019

Specialized Training Conducted as a result of a Safety Concern:

- Homeless Shelter Clean up – Needles and bodily waste – Training in Public Service – Included Hep B vaccinations information, blood borne pathogens, Personal Protection Equipment and Bio Hazard/Hazmat.
- Using Road Repair equipment at Night
- Temporary road repair signs falling down
- Needle Pokes for Police, Fire, and Solid Waste. Implemented the use of cut resistance gloves on 0/01/2019.
- Conducted 125 pre-employment offer physicals, 124 DOT physicals, 175 Respirator FIT tests, and 168 random alcohol and drug tests.
- Conducted 5 Safety Audits – Which included Ambulance FD9805 and Fire Truck 41, Hunter Park and Moore's River Park pools, and have implemented a safety audit form for in hours fire station inspections.
- Conducted Flu Shot and Hepatitis B clinics – bringing these vaccinations on site for proactive prevention.

Research Items for Future Action and Investigations

- Drugs – Opioids, Marijuana, Fentanyl
- Measles, Silica, Ergonomics, Proper Lifting and transporting techniques.
- Soil sampling and groundwater investigation. Silica Dust and Noise Monitoring at the LPD Firing Range.

Payroll and Benefits (Including Retirement Office)

- Completed the implementation of the 44 North health insurance program for all active employees which included informational sessions and moving enrollment of our members.
- Implemented new bargaining unit changes with the ratification of the Teamster 214, CCLP NS and Supv. and District Court T243 and Exempt employees contract.
- Setup 2 new departments – Assessor and Treasury.
- Completed MERS and Affordable Care Act projects. Conducted informational session for employees regarding MERS.
- With training of new staff member, receiving and reviewing processes to locate efficiencies in current processes. Start creating a training manual.
- Completed CCLP both NS/SUP retro for wages in 2019.
- Conducted 112 new hire orientations (TEAs do not receive an HR orientation), successfully completed 93 payroll runs, completed 127 employment verifications, and moved 73 current retirees into the Medicare Wrap plan.
- Coordinated and implemented first online electronic voting for the ERS trustee position
- Integrated a new life insurance death benefit process
- Counseled 113 employees regarding retirement – There were 79 retirements this year, as opposed to 43 last year-a 78% increase
- Assisted in the updating and recodification of the ERS ordinance – ongoing
- Developed scope of services for the Deferred Compensation RFPQ
- Expanded information on the City's Retirement web page

Labor Relations

- Began contract negotiations with all unions, settled three
- Received two favorable arbitration awards
- Conducted sexual harassment training

INFORMATION TECHNOLOGY

Christopher Mumby, Chief Information Officer

Department Description

The Information Technology Department (IT) is the central point for computer services (applications, infrastructure, helpdesk, telecommunications, and security) for the City of Lansing. Our strategic technology direction and our innovative, secure, reliable, and integrated technology solutions enable City departments to provide the most effective and efficient service to our citizens.

Online Content Management System

We have continued to realign staff and technology purchases. Our investments were geared toward continuing our digital transformation with investing further into our current digital content management software. We have been able to assist numerous City departments by building digital workflows to streamline processes such as the medical marijuana licensing system, saving hours of manual time. This also reduced the processing review time by approximately 8 weeks. We continued working towards electronic case management for the courts and have been able to assist numerous departments with migrating paper forms to web based electronic forms. Over 350 city-wide contracts were electronically signed and completed this year in our system.

Helpdesk

The helpdesk completed ~9,200 tickets, which is an increase compared to the previous year. Current helpdesk staffing accounts for approximately 200 tickets per month per technician; noting the help desk also manages project-based work outside of helpdesk tickets further dividing their time. Over 80% of helpdesk tickets were closed on the same day they were opened. Our helpdesk average feedback score average was 4.77 out of 5.

Security

Our Infrastructure team relocated user data backups to the cloud, ensuring the best security and reliability of city information. We configured and enhanced our monitoring solution to improve our response to outages and potential issues across the city. Along with monitoring and backups, we organized a redundant architecture to reduce downtime for our critical business applications. These measures prepare the City for a successful disaster recovery, if ever needed.

In 2019 we also focused on securing technology services to protect against cyber threats, which are increasing in scope and frequency. This includes increased monitoring for suspicious activity on the Office 365 platform, enabling a faster response to potential account compromises. Another focus has been on implementing data loss prevention controls, which reduce the risk of leaking sensitive data. We continue to maintain a 92% completion rate of the employee security awareness training curriculum which protects us against social engineering attacks. We also continue to maintain internal and external-facing security scores that are better than industry averages.

Our IT department continued to successfully move the City forward while completing several other projects that either reduced business risk or increased efficiency. At the same time, our staff provide critical support for various Lansing events such as Common Ground and Silver Bells.

NEIGHBORHOODS & CITIZEN ENGAGEMENT

Andi Crawford, Director

Department Description

The Department of Neighborhoods + Citizen Engagement was created in 2018 to Engage Citizens, Advance People, and Build Neighborhoods. It provides support to neighborhood organizations and citizens of Lansing and operates the Office of Financial Empowerment.

Administration

Data & Evidence

Implementation of data and evidence best practices across city departments. This includes creating a Data Governance team, a Data Inventory and Data Sharing agreements. It also includes seeking efficiencies and opportunities for increased performance in practices across departments. Three sub-committees are Governance, Analytics, and Performance.

- Established the Data and Evidence Team with representatives from each City of Lansing department. Convening bi-weekly. Received training from Johns Hopkins Center for Government Excellence both online and in person. Conducted our baseline What Works Cities Assessment. An example is the revamp of the CDBG neighborhood bulk trash removal program which reduced the cost by 2/3 and increased the speed of program accounting from 6 months to 1 and 1/2 weeks.

Grants Writing/Administration

Administering the Neighborhood Grants program and providing administrative support for the Mayor's Neighborhood Advisory Board. Also sourcing and writing grants for the Department of Neighborhoods & Citizen Engagement and partner organizations.

2019 Neighborhood Grant Program:

- 69 Applications Received.
- 67 Grant Projects funded ranging from \$100-\$5000.

Examples of funded projects:

- Ward 1- Baker Neighborhood Organization Baker Neighborhood Monthly Newsletter (12 months) Prospect PLACE Neighborhood DIY Pet Waste Station.
- Ward 2- Sycamore Park Neighborhood Association Pennsylvania Artistic Bus Shelter and Neighbors of Scott Woods Painted Crosswalks.
- Ward 3- LENO Entrance Sign Rehabilitation. Colonial Village Neighborhood Association for Colonial Village Neighborhood Newsletter.
- Ward 4- Lewton Rich Neighborhood Association and Walnut Neighborhood Association Little Free Library

Neighborhoods Program Launch:

- 70 attendees.
- 2020 Neighborhood Program Launch held 10/19 with 70 neighborhood leaders in attendance.

Sourcing Grants for Department Work

National League of Cities CAFFE (Cities Addressing Fines & Fees Equitably) Project:

- \$40,000 grant secured in two parts (\$10k and \$30k) Currently in research phase
- Financial Empowerment & Policy Change phase begins January

US Conference of Mayors DollarWise Innovation Grant:

- \$10,000 grant secured
- Kroger Community Rewards established
- Dollars used to promote the Rewards program – Launched 11/25

What Works Cities: Economic Mobility:

- \$130,000 grant secured in three parts (\$10k, \$40k, \$80k)
- Used initial \$10k to hire Redhead Design to rebrand and rename SHAPE Continuum
- Next phase is to develop materials and strategy

Engagement

Citizen Engagement and Communication

Events and forums designed by the department and delivered in the community to increase community involvement and communicate with citizens. Examples are LOVE Lansing, Walking Wednesday events, Housing and Neighborhood Resource Summits, Neighborhood Roundtables, and the Citizens Academy.

- Hosted 20 Neighborhood Roundtables- 2/month January through November. Produce the Weekly Lansing Neighborhood News distributed to 700+ Lansing residents electronically.
- Examples of departmental support: Super Tuesday at City Hall- created three poster boards that shared with City residents what their tax dollars fund. Spoke with over 50 residents as they waited in line to pay their property taxes. Supported the Ingham County Treasurer's Auction- Distributed over 20 Landlord packets to new and existing city of Lansing property owners.
- Conducted the Second Lansing Citizens Academy with 50+ applicants and 26 Participants.
- Hosted 4 Neighborhood Summits- 25+ Vendors: Sexton|Pattengill|North|Wexford
- Conducted 8 Participatory Budget Nights 4 Feb/March for 2020 budget, 4 Nov/Dec for 2021 budget. Hosted 8 Walking Wednesday Events. Hosted LOVE Lansing Celebration with 200 + attendees.

Neighborhood Beautification / SERVE Lansing

Programs to cleanup, beautify, and enhance neighborhoods through citizen designed projects. Examples include park cleanups, TrashTag Challenge.

- Neighborhoods in Bloom distributed 10,000 plants and flowers.
- 39 Neighborhood Organizations participated.
- 5,790 square feet of greenspace was planted.
- Neighborhood Cleanups held in: Baker, Churchill Downs, Cherry Hill, Prospect PLACE, Green Oaks Neighborhood, Bingham Neighborhood.
- Trash Tag Challenge distributed 100+ city trash bags for neighborhood litter cleanup.

Office of Financial Empowerment

Financial Education and Counseling

FREE 1:1 Financial counseling to increase savings, decrease debt, and stabilize and advance household finances. In its 6 years of operation, the clients in the program have reduced household debt by \$11M and increased savings by \$2M.

In 2019 as of 12/8, 640 clients have received 1,345 financial counseling sessions. \$859k in non-mortgage debt reduction was achieved this year, and \$100k in savings increase. 91 clients increased their credit score by 35 points or more, and 173 reduced their non-mortgage debt by 10% or more in 12 months. 99 clients reduced the number of delinquent accounts on their credit report.

Since beginning this program 6 years ago the City of Lansing Center for Financial Empowerment:

- 4,761 clients
- 14,046 sessions
- \$11.8 million in non-mortgage debt reduction
- \$802k in savings increase

Lansing SAVE

Children's Saving Account for post-secondary school administered in partnership with MSUFCU and the Lansing School District. Children in the Lansing School District are automatically enrolled in the program in Kindergarten and receive financial education in their classrooms throughout the year. Students can make deposits in their accounts at school or at an MSUFCU branch. Community partners have begun adopting these accounts and raising money for students in Lansing.

- 2 Community Champions established - Bethlehem Lutheran Church & Faith Fellowship Baptist Church which have adopted Lansing SAVE accounts and are raising funds for students.
- Kroger Community Rewards program established where students can earn a 1% cash back for their Lansing SAVE accounts. Partnership funded by U.S. Conference of Mayors grant.
- 5,238 accounts. 28% participation rate (percentage of families who have made a deposit to their accounts - highest in the nation for universal accounts)
- 1,038 deposits (946 made in school, *at least* 92 deposits made in branch) \$6,961.85 (\$5,373.58 in school, \$1,588.27 in branch)
- Financial education in Lansing School District Classrooms delivered with MSUFCU:
- Students taught: 10,469 students
- Sessions delivered: 461 lessons

Offender Success

Reentry citizen support program administered with the Michigan Department of Corrections. Serving Ingham, Eaton, Clinton counties. This program supports reentry citizens with assistance to establish their identification, find housing, find a job, and develop life skills for success.

- 160 Job Placement Enrollments
- 72 Job Placements
- 14.9% 12-month job retention
- 88 Housing Enrollments
- 99.5 Days – average length of stay in housing

*This contract is on a 10/1 – 9/30 FY, so these numbers are reflective of 10/1/2018 – 9/30/2019

BankOn

Connecting citizens to safe and affordable mainstream banking products. This program works with financial partners to identify and connect residents to appropriate accounts. Its purpose is to reduce the number of residents who utilize unsafe and predatory practices such as payday lenders and pawn shops for their financial services.

- 72 new safe, affordable bank or credit union accounts were opened by clients.
- Bank On National Account Standards Certified Accounts at: CASE CU, Dart Bank, Flagstar, Bank of America

OFFICE OF THE CITY ATTORNEY

James D. Smiertka, City Attorney

Department Description

The office of the City Attorney currently has a staff of 1 City Attorney, 1 Chief Deputy City Attorney, 1 Deputy City Attorney and 3 staff attorneys, an office administrator, a District Court assistant, a Litigation assistant, and a receptionist. The office also provides opportunities for law school and university interns. As a full-service law firm, the office of the City Attorney (OCA) provides the City with legal advice, representation and management of legal affairs pursuant to the Charter requirement, including being the City's legal counsel in a minimum of the following 20 separate over-arching categories:

- The Mayor and Executive branch of government and its departments
- Medical Marijuana
- The president and members of City Council
- Various city-related boards, committees and authorities
- Civil litigation of every nature
- Ordinance prosecution in four District Courts
- Lansing Police Department
- Requests for records under the Freedom of Information Act and/or pursuant to subpoena
- Development matters and real estate transactions
- Personal injury, property damage and special assessment claims
- Collections & bankruptcy
- Contract drafting & review
- Ordinance drafting & amendments
- Administrative law litigation
- Neighborhood complaints
- Legal Opinions (formal and informal)
- Labor relations and employment matters
- Interactions with the Board of Water and Light legal staff;
- Michigan Tax Tribunal; and
- Worker's Compensation matters

Accomplishments

Marihuana

- Established and maintained the Marihuana Enforcement Team
- Implemented the ordinance, licensing and enforcement process for both medical and adult use marihuana
- Obtained court rulings affirming the decisions of the Lansing Medical Marihuana Commission as lawful
- Provided legal advice to all departments, boards, and committees involved in the marihuana facilities licensing process
- Reviewed appeals to Marihuana Commission and staffed Marihuana Commission meetings
- Attorneys who worked on marihuana spent 25-30% of their time on Medical Marihuana issues
- Closed 6 cases favorably and currently have 2 open cases in Civil court

Claims

- Continued to perfect the claims review process thru coordination among contractors, Code Compliance and OCA
- Continued to work closely with Code Compliance and General Services to draft and modify policies and pro-

cedures for the claims review process

- As of November 1, 2019, OCA has changed TPA's from Gallagher Bassett to Broadspire. This change will ensure proper care for claims sent to the TPA as well as putting carriers on notice of rain events and potential claims that could become litigated suits
- Processed 5 Personal Injury, 39 Property Damage and 94 Special Assessment Claims

Contracts

- Processed 358 contracts manually and 351 contracts and 346 resolutions through Laserfiche

FOIA

- Received and processed 445 FOIA requests, 52 subpoenas, and 2287 requests for video

Neighborhood Complaints

- Streamlined complaints to Mark Lawrence, point person and Citizens Advocate in the Mayor's office
- Meetings scheduled with property owner, neighborhood police officer and the City Attorney continue to be beneficial
- Created neighborhood complaint process with Neighborhood Department for issues that do not involve any other departments
- Organized the Housing Code Enforcement Team, a multi-departmental task force working to address properties with code compliance issues

District Court

- Worked with Code Compliance, Building Safety, LFD and LPD to develop a process to ticket and prosecute both Medical Marijuana complaints, building safety violations, Code Enforcement and Fire Code violations, received monetary damages for non-compliance
- Provided court ordered ticket writing training to Building Safety, Code Compliance and Fire
- Worked closely with Treasury Department to recoup revenues potentially lost, demonstrated by the fact that we have processed 641 Nolle Prosequi in lieu of court proceedings
- Revised and updated the Criminal Victims' Rights letter for victims of property damage, harassment and assault and battery
- Tracked nuisance neighborhood areas and prosecute with zero tolerance
- Pleasant Grove and Holmes
- Logan Square
- Made strides to enforce the Diversion program by holding monthly meetings with Defendant and Assistant City Attorney when Defendant defaults on Diversion agreement
- Procedures put in place for processing Not In Custodies including increased communication with LPD to avoid future backlog
- Maintained exemplary communication between OCA, District Court, Treasury and other critical departments/agencies
- Provided legal support for retirement healthcare for judges.

Litigation

- The OCA has worked on and closed 2 Sixth Circuit Court of Appeals, 2 Federal Court cases, 13 Circuit Court cases and 5 Civil District Court cases since the beginning of the year
- The OCA has filed 1 appeal
- Participating in Nationwide Opioid litigation pending in Federal Court
- Supervising outside counsel on 9 open cases

- Currently have 10 open cases being handled completely in-house
- Currently processing 2 open Civil Rights Complaints with 7 closed this year
- Processed 2 EEOC complaints
- Assisted the Assessor on 3 Michigan Tax Tribunal cases this year

Development

- Successfully closed on the sale of the Townsend Ramp to the Michigan Senate, including navigating substitution of other property into the TIFA to secure future tax capture for other projects
- Successfully closed on the sale of former Red Cedar Golf Course to make way for a \$250 million project, which includes complicated bonding and financing models, and ongoing coordination with the Ingham County Drain Commission
- Successful establishment of Development and Financing Plans for the Michigan and Saginaw Avenue Corridor Improvement Authorities
- Creation of new Corridor Improvement Authorities for South MLK and North Grand River corridors
- Performing ongoing legal services related to the following projects:
- Capital City Market
- Rotary Park Agreement
- Assisted with advice and drafting of documents related to multiple Brownfield plans in connection with Economic Development
- Assisted departments throughout they year on planning and zoning for related matters
- Drafted and reviewed all PILOT Agreements submitted by the Department of Development and Planning
- Finished negotiating and drafting the Universal Development Agreement which was approved and issued by the Mayor

Arbitration

- Have assisted Human Resources and the Chief Labor Negotiator at the arbitration level
- OCA has resolved 1 and are currently handling 2 open arbitration cases
- Received a favorable award on 1 arbitration case and currently handling 2 open cases

Workers Compensation

- Have negotiated a number of compensation claims in house that were advantageous to the City while advancing benefit relief for the City's injured employees
- The City referred 5 worker's compensation cases to outside counsel and handled 10 in-house

City Council

- Staffed all council committees
- Drafted numerous ordinances and resolutions at Council's request
- Provided Assistant City Attorney to serve in the role of City Council Research Assistant

Budget

- Provided legal support to change pension benefits for future members of the Executive Management Group, Non-bargaining Group and Mayoral staff from defined benefit plan benefits to defined contribution plan benefits

Interns

- Employed a staff of interns throughout the year to assist in research and to gain knowledge of municipal law

PARKS & RECREATION

Brett Kaschinske, Director

Department Description

The Department of Parks and Recreation creates community through people, parks and programs. The mission of the Parks and Recreation department is to enhance lifestyle opportunities for the citizens of the Lansing through the provision of leisure time activities and the preservation and maintenance of park lands and special recreation facilities. The Department accomplishes this mission in the following ways:

- organization of youth, adult and senior citizen recreational programming in parks, community centers, swimming pools, and a historic home;
- regular maintenance of all parks and natural areas owned by the City of Lansing, including maintenance of Lansing's urban forest areas through regular cycles of tree planting, fertilization and trimming;
- providing burial services and cemetery maintenance at the City's three municipal cemeteries;
- providing public golfing opportunities at Groesbeck Golf Course which supports recreational and league play in the area provision of special recreation facilities such as Ranney Skate Park, Soldan Dog Park, Gier Park BMX Bicycle Track, Cooley Gardens, Frances Park Rose Garden and the Lansing River Trail linear park; Fenner Nature Center; Beacon Field; and The First Tee of Mid-Michigan;
- sustained working partnerships with the Lansing School District, Fenner Conservancy, Ingham County Parks, Michigan Department of Natural Resources, Michigan Natural Resources Trust Fund, Michigan Department of Transportation, Lansing Community College, Capital Region Community Foundation, Michigan State University, YMCA of Metropolitan Lansing and various community organizations.

The Department receives advisory support from the citizens of Lansing by encouraging their involvement in the following citizen groups: City of Lansing Parks Board, Friends of Turner-Dodge, Fenner Conservancy, the individual Community Center advisory boards and their youth advisory boards, the Baseball and Softball advisory boards and multiple park "Friends" groups.

The Department provides support in policy decisions regarding recreational options and facilities to the Mayor and City Council.

Administration

- Established the Park Foundation with Articles of Incorporation and Bylaws.
- Established a \$1 million dollar endowment with Our Community (f/k/a Capital Region Community Foundation) to earn interest for park projects for perpetuity.
- Scott Park renovations were completed and the Sunken Garden reopened.
- Sold Waverly Park for \$2.1 million dollars and Red Cedar Park for \$2.2 million dollars.
- Evergreen Cemetery 3 new benches installed around the Columbarium.
- Mount Hope Columbarium addition of third wall - Fratcher Memorial Garden landscaping.
- Foster Park new benches, trash cans and basketball court renovation with assistance of Michigan Department of Transportation youth.
- ADA accessible City Market Canoe/Kayak Launch.
- Moores Park dam fence replacement, installation of canoe/kayak launch, and construction of a new pavilion.
- Beacon Park installation of playground equipment.
- Beck Park and Foster Community Center new playground equipment installation.
- Maguire playground border and wood fiber installation.
- Marscot tennis court converted two full basketball courts and surface crack sealing.
- New safety engineered wood fiber installed at 25 park playgrounds.

- Installation of 13 “Middle Grand River Water Trail” signs along the Water Trail for boaters and paddlers.
- Risdale Park Sports Complex Phase III completed– new sidewalk and west side bleachers with seating for 371.
- Rotary Park, beach, lighted forest, seating, fire pit and sea wall docking along Grand River.
- Turner Dodge Pergola repaired and painted.
- Tennis court removal in Forest View and Hunter.
- Tennis court crack repairs at Quentin, Ranney, Georgetown, and Clifford.
- Frances Park Tuj Lub court completed.
- Ormond Park installation of playground, basketball court, and sidewalk.
- Bike Repair Stations at Hunter Park and along the River Trail at Kalamazoo and Cedar.
- Native plants (300) planted along the River Trail between Mt Hope to Waverly.
- Relocated the Cemetery office to the Administration Offices to cross train staff for organizational efficiency.
- Closed on the sale of Miller Road Center and the purchase of the Simken triangle property.
- Increased billboard revenue with the transition of the I496 billboard to LED.
- Established a new contract with Verizon for revenue of a newly constructed cell tower at Crego Park.
- Successful aerial spraying of Bancroft, Moores, Oak and Potter Parks to reduce infestation of Gypsy Moth, which substantially reducing defoliating.

Leisure Services

- Added an AmeriCorps Member to facilitate food and wellness access coordination at Letts Center.
- Inclusive Bowling program increased enrollment by 33%.
- Integrated weeklong training, staff meetings and Lansing Teen Voices into the Volunteering program and successfully presented work at Lansing Storytellers event to a crowd of over 100.
- Started Teen After School Program for school year 2019-2020.
- Added a run component to the Annual Mayor’s Riverwalk with 91 runners for the first year.
- Massive Rec-Trac (recreational software) upgrade was completed this year.
- Welcomed new Part-Time Communications and Marketing Coordinator, Emily Farrell, Part-Time Programmer, Tim Galbreath and Clerks, Melinda Pena and Brandi Oliphant.
- Reached out to businesses located in and around the Lansing area for the 2019 Holiday Road Rally and received sponsorship donations: including checks, gift cards, coupons, etc.
- Welcomed the offices and staff of the Department of Neighborhoods and Citizen Engagement to Foster Center.
- Offered new adult fitness classes: Cardio Kickboxing, Limited Mobility Fit-n-Flex, A Taste of Keto, Yoga with Merritt, and Stretch and Tone.
- Expanded Gier Rummage Sale from gym only to include second floor increasing vendors from 80 to 100.
- Added Fitness-on-Demand video workouts to Gier Fitness Center membership.
- Doubled preschool gymnastics classes.
- Lansing Strong (Gier inclusive program) placed first in the Michigan Victory Games.
- Started a new Women’s archery class.
- Noah DeFouw and four participants became Level Two Certified Archery Instructors.
- Became a pilot site for Little Starz! Golf League (NAYS) receiving free golf equipment as a pilot program.
- Offered new drop-in Family Open Gym to provide space for families to enjoy the gym together without having to rent the whole gym. This was added based on feedback from the public.
- Fundraised \$2,400 through volleyball tournaments .Tournaments are led by a local volunteer, all funds are given back to the department to support volleyball equipment and facility funding.
- Anthony Ianni presented as part of Anti-Bullying/Inclusion campaign at summer camp staff training.
- Hosted five preschool classes for Lansing Symphony Orchestra Outreach Preschool Performance with approximately 90 people in attendance.
- Served almost 4000 Tri-County on Office Meals to visiting seniors
- First donation drive to collect personal need items patrons who set up food appointments. Each item brought in equaled one raffle ticket, with the grand prize of a CrockPot

- Successful New Year's Potluck, Valentine's Party, Greta's (senior leader) 75th Birthday Party, Memorial Day Cookout, Island Party and Senior Picnic.
- Started hosting monthly Birthday Celebrations for seniors.
- Brought in a local artist to host Craft Fridays for seniors.
- Successful Gun Lake casino trip for seniors.
- Held first "Donuts with the Director" to promote communication between staff and seniors.
- Hosted a Basketball and Mentoring Event at Letts and Schmidt Centers and successfully turning it to a weekly program at SSCC.
- Food Bank increased distributions every Monday from 40 to 50 people to over 70, distributing approximately 100,000 pounds of food.
- Purchased new freezer and shelving for the Letts Center Food Pantry.
- Started creating monthly décor, educational and encouragement bulletin boards at Letts to inspire patrons.
- Hosted Family Spring Carnival, with three concessionaires, entertainment, and resource booths.
- Held four FREE family nights at Letts Center, each with entertainment and a snack.
- Added printer to computer lab at Letts Center. This printer, ink and paper were made possible by a grant from AT&T
- Updated and created department policies around cash procedures, handling, and cash drawers, deposits, and sensitive information.
- Selected new custodial service for community centers and Turner Dodge House.
- Created a relationship with MSU Photography professor making our recreation programs a focus for class projects. Lansing will receive the rights to use photos.

Lifetime Sports

- Increase in team participation: Adult Coed volleyball (28%), Senior 70+ Softball (20%), Fall Youth Soccer (5%)
- Over 150 volunteers served as coaches in our youth sports programs
- Restructured and offered the Little Kickers youth soccer program for Ages 3-4
- Ambush Baseball Event, sponsored by the Lansing Lugnugs, enabled two (2) teams from our Wildcat division for ages 9-10 to play a surprise league game at Cooley Law Stadium. Players received the royal treatment including bus transportation to the stadium, use of the locker rooms, pre-game meal, player jerseys, and free entrance for parents and spectators.
- Hosted a Men's 50+ Baseball exhibition to gauge interest in Men's 50+ league
- Initiated a "Junior Coaching" program pairing up teen coaches with a "Mentor" head coach.
- Targeted Fall/Winter promotions aimed at developing school-based teams in our youth floor hockey program.
- New floor hockey advisory board created and charged with developing strategies and considerations to increase participation in youth floor hockey.

Turner Dodge House

- C-Span hosted an interview for C-Span's Cities Tour featuring the book *Pioneers, Reformers and Millionaires* written by previous TD Curator, Liz Homer about the Turner and Dodge families.
- Award winning author, Bob Bachelor, published a book speculating Franklin L. Dodge's may be the inspiration of the characters in *The Great Gatsby*.
- CDI Productions used Turner Dodge as a movie set for a video production called "Smoke & Mirrors"
- Turner Dodge was the site for the Festival of Oddities with 2,000 people touring the house and approximately 7,000 in attendance on the grounds.

Communication/Digital Media

- Grew from 6,138 likes on Facebook to 6,744 as of November 6, 2019.
- Instagram followers increased from 1,059 to 1,273.
- The average post reach on Facebook is 1,700 people.
- There are 8,100 followers on Facebook with a 4.2 star rating for reviews on both Facebook and Google.

Landscape Grounds at Frances Park

- Return of Washington Park outdoor ice rink including design, installation and removal.
- Extensive clearing of growth at Frances Park overlook and brick repair.
- Park sign repair and replacement at Frances Park, Adado Riverfront Park, Quentin, Cooley Gardens, and along River Trail.
- Installation of concrete ping-pong table and cornhole game on City Hall Plaza and life size chess set in City Hall Lobby.
- Designed new plantings at Little Arlington, the Living Wall, Foster Center, and Durant Park.
- Moores Park vegetation removal along sloped bank at the dam.
- Installation of dog stays and waste bag stations at Durant Park.
- Staff attended Turfgrass Seminar at Michigan State University.
- Served as a summer work site for MDOT youth who assisted in spreading mulch, brush removal, painting, tree trimming and canopy raising throughout the entire city park system.
- Installed concrete pad at Wentworth Park for public solar charging station for electronic mobile devices.

Volunteer Efforts

- Worked with MDOT, United Way, Lansing Soccer Club, Michigan State University students, Lansing Community College, Fox 47, Hertz, LEAP, Douglas J staff and neighborhood groups on city wide park projects: Trash removal, raising canopy and clearing tree lines, spreading mulch.
- Frances Park - New Covenant School had 90 youth and adult volunteers to rake leaves, pick-up debris and spread mulch.
- Tecumseh Park – United Way along with neighbors and City Grounds staff removed trees, brush and cleared sight line around pond.
- River Trail/Various Parks - Friends of Lansing River Trail Volunteers removed brush and trash on multiple weekends, along with a weekly lunch cleanup at various parks and along the trail.
- Risdale, Foster, Hunter, Gier, Moores, Kircher Parks – Sigma Pi Fraternity Michigan State University for Greek Week had one hundred fraternity members pick up and remove trash.
- Frances Park - Lansing Community College students picked up trash and spread mulch.
- River Trail – Staff from Fox47 cleaned up trash at River-Front Park and along the trail from City Market north.
- Davis Park – Staff from Hertz cleaned up Davis Park.
- Cherry Hill Park – Cherry Hill Neighborhood Association cleared tree line along river for visibility.
- Beacon Park South – Volunteers prepared site and built new playground equipment.
- Maguire Park – Employees from Lyondellbasell planted trees, constructed wood barrier around play area and spread mulch.
- Letts utilized approximately 2500 Volunteer Hours to complete various programs, projects, events and activities
- Eighth year of volunteers at Cooley Gardens resulting in 440 donated hours of labor.

Partnerships

- Partnership with Lansing Ignite to host a soccer clinic and provide free and discounted tickets to Fall Soccer Participants.
- Partnered with Lansing School District as class site for training young adults with disabilities.

- Host for Ingham Intermediate School District's Early-on Play and Learn toddler group.
- Host for Ingham County Animal Control Shelter pet vaccination clinic.
- Partnership with Potter Park Zoo to offer free passes at Centers continued with presentations at each center 2-3 times throughout the year
- Partnership with Sodexo and Salvation Army to provide approximately 20,000 meals and snacks to After School and Camp participants.
- Partnered with Lansing Art Gallery to double art pieces to 20 temporary pieces along 3-miles of River Trail.
- Working with PAL to get police involved in existing programs.
- Sponsor increased amounts: AF Group and Emergent from \$1,000 to \$2,000 each.
- Developed a partnership with The Old Town General Store, ebay store Luxux and Invoco to assist with the sale of new City Swag with over \$13,000 in sales.
- Continued partnership with Todd Martin Youth Development to offer youth tennis and tutoring programs, which have had significant increased participant enrollment.

Awards and Presentations

- Innovative Recreational Programming Award for Lansing Teen Voices from Michigan Recreation and Park Association.
- Landscape Design Award for Scott Park from Michigan Recreation and Park Association.
- Park Design Award for Rotary Park from Michigan Recreation and Park Association.
- Emily Stevens is serving at Michigan Recreation and Park Association President Elect

Grants

- Major League Baseball grant for Quentin Park baseball field renovations, which included extending, re-crowning and laser-leveling both infields, enclosing both fields with 200-foot fencing new backstops, new dugouts, and new bullpen areas.
- GM/Lugnuts Field Makeover at Davis #3. More than 20 volunteers from GM, along with the Lugnuts grounds crew, re-crowned and extended the infield, reset bases and the pitcher's mound, installed and painted new backstops and dugout benches, and spruced up the grounds and spectator areas.
- Rotary Park was funded with \$1.8 million dollars from Our Community (f/k/a Capital Region Community Foundation).
- Grant from Battle Creek Community Foundation in the amount of \$36,000 for Safe Neighborhoods to initiate a teen basketball program in cooperation with the Lansing Police Department.
- Ingham County River Trail grants in the amount of \$2.037 million dollars for a trail connection from Cambridge to Frances Park, Friends of Lansing Regional Trail Ambassador and 5 bridge repairs.
- Michigan Department Natural Resources grants for Cavanaugh Rd, E. St. Joseph St., River St. parcel acquisitions totaling \$210,000.
- Michigan Department of Natural Resources approval of Hunters Ridge Drive, Wise Rd, and Willard Ave. parcel acquisitions totaling \$121,287.

2019 Reservation Report

January 1, 2019 thru December 31, 2019

Pavilion and Wedding Sites REVENUE \$'s / MONTH

Frances Park	May	June	July	Aug.	Sept.	Oct.	Total
Sec. 1 *	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Sec. 2 *	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Sec. 3 *	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
1/2 Drive	\$290.00	\$530.00	\$590.00	\$310.00	\$430.00	\$70.00	\$2,220.00
1/2 Rose	\$380.00	\$735.00	\$1,000.00	\$460.00	\$695.00	\$160.00	\$3,430.00
Pavilion All	\$1,130.00	\$2,145.00	\$1,640.00	\$2,330.00	\$1,790.00	\$220.00	\$9,255.00
OutsideTables	\$0.00	\$175.00	\$50.00	\$350.00	\$50.00	\$0.00	\$625.00
Total	\$1,800.00	\$3,585.00	\$3,280.00	\$3,450.00	\$2,965.00	\$450.00	\$15,530.00
Moore's Park *	May	June	July	Aug.	Sept.	Oct.	Total
Entire Pav	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Washington	May	June	July	Aug.	Sept.	Oct.	Total
Pavilion	\$45.00	\$150.00	\$45.00	\$300.00	\$115.00	\$0.00	\$655.00
Hunter Park	May	June	July	Aug.	Sept.	Oct.	Total
Pavilion	\$130.00	\$260.00	\$385.00	\$450.00	\$275.00	\$130.00	\$1,630.00
Frances	May	June	July	Aug.	Sept.	Oct.	Total
Overlook	\$125.00	\$960.00	\$135.00	\$0.00	\$135.00	\$125.00	\$1,480.00
Rose	\$125.00	\$155.00	\$125.00	\$0.00	\$250.00	\$10.00	\$665.00
Woodland	\$0.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50.00
Total	\$250.00	\$1,165.00	\$260.00	\$0.00	\$385.00	\$135.00	\$2,195.00
Cooley Gardens *	May	June	July	Aug.	Sept.	Oct.	Total
Wed/Pav	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Sunken Garden *	May	June	July	Aug.	Sept.	Oct.	Total
Weddings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total	\$2,225.00	\$5,160.00	\$3,970.00	\$4,200.00	\$3,740.00	\$715.00	\$20,010.00

- * **Frances Pavilion** Reconfiguration of pavilion sections, into pavilion halves. No longer have Sections 1,2,3.
- * **Moore's Park** Moore's pavilion was closed due to reconstruction.
- * **Cooley Gardens** No reservations due to the construction of the BWL Substation.
- * **Scott Sunken** No reservations due to the construction of the BWL Substation.

Percent Increase / Decrease from 2018: **-17.7%**

2019 Reservation Report

January 1, 2019 thru December 31, 2019

Pavilion & Wedding Sites RESERVATION #s / MONTH

Frances Park	May	June	July	Aug.	Sept.	Oct.	Nov.	Total
Pav 1/2 Drive	3	7	6	3	5	1	0	25
Pav 1/2 Rose	5	9	11	4	8	2	0	39
Pavilion (All)	5	12	10	14	10	1	0	52
Outdoor Tables	0	0	1	7	1	0	0	9
Total	13	28	28	28	24	4	0	125
Moore's Park *	May	June	July	Aug.	Sept.	Oct.	Nov.	Total
Pavilion	0	0	0	0	0	0	0	0
Washington *	May	June	July	Aug.	Sept.	Oct.	Nov.	Total
Pavilion	1	2	1	5	4	1	0	14
Hunter Park	May	June	July	Aug.	Sept.	Oct.	Nov.	Total
Pavilion	3	6	8	9	4	2	0	32
Frances	May	June	July	Aug.	Sept.	Oct.	Nov.	Total
Overlook	1	8	1	1	2	1	0	14
Rose	1	6	0	0	3	0	0	10
Woodland	0	1	0	0	0	0	0	0
Total	2	15	1	1	5	1	0	25
Cooley Gardens *	May	June	July	Aug.	Sept.	Oct.	Nov.	Total
Wedding/Pav	0	0	0	0	0	0	0	0
Scott Sunken *	May	June	July	Aug.	Sept.	Oct.	Nov.	Total
Wedding	0	0	0	0	0	0	0	0
Total	19	51	38	43	37	8	0	196

- * **Moore's Park** Moore's pavilion has been closed due to reconstruction.
- * **Washington Park** Low reservation numbers late June - July due to flooding of pavilion.
- * **Cooley Gardens** No reservations due to the construction of the BWL Substation.
- * **Scott Sunken** No reservations due to the construction of the BWL Substation.

Percent Increase / Decrease over 2018: -15.88%

POLICE

Daryl Green, Chief

Department Description

Our mission is to maintain order, preserve public safety and foster a better quality of life; making our City a better place to live, work and visit. Our vision is to build partnerships and utilize innovative strategies for a safer, stronger community.

Letter from the Board of Police Commissioners

On behalf of the Lansing Board of Police Commissioners, as Chairperson I once again have the pleasure of sharing with the Lansing community some of the noteworthy events that took place in 2019 within the Lansing Police Department. Much like 2018, this year was filled with activity and positive motion.

We closed out the department's celebration of 125 years of service, by saying goodbye to Chief Mike Yankowski after 25 years of service (6 as Chief of Police). Mayor Schor acted quickly and decisively with the recommendation to appoint Captain Daryl Green as the permanent Chief of Police, which was unanimously approved by the Board of Police Commissioners. Congratulations Chief Green on a well-deserved promotion!

We hired 20 new officers in 2019 and sponsored 10 officers to the Mid-Michigan Police Academy. The Department also added two additional Community Policing Officers, further validating the commitment to the foundation of our city's neighborhood policing philosophy.

The Lansing Police Explorer Post continued their excellence by winning the State Title for the 3rd time in the last four years. This recent win demonstrates an ongoing commitment to grow and build talent locally, as we develop future Lansing Police Officers, who will join the ranks of "Capital City's Finest".

Technology also continued to play a big role in the evolution of the department, with the introduction of Lansing PD (Michigan), a smartphone mobile application. The application is, a "One-Stop-Shop" for information at LPD. The Board of Police Commissioners would encourage our citizens to take advantage of this state-of-the-art technology, which will allow real-time interaction with our officers throughout the coming year.

The Board of Police Commissioners is humbled and dedicated to being charged with the City's oversight of the Lansing Police Department. We take our responsibility seriously and look forward to continuing our role of working closely with Chief Green and Mayor Schor's Administration to ensure excellence, integrity and accountability for the men and women who work within the ranks of "Capital City's Finest".

Sincerely,
Drew Macon, Chairperson
Board of Police Commissioners
Representative of Lansing's 1st Ward

Letter from the Chief

Mayor Schor, Board of Police Commissioners, and Citizens of Lansing:

In the continuing efforts to protect our City, build legitimacy and transparency, the Lansing Police Department (LPD) is honored to complete an annual report for our community. This comprehensive report shines a spotlight on just some of the great accomplishments of our dedicated employees.

In June of 2019, LPD observed a signal of change as Chief Michael Yankowski honorably retired after 25 years of service and I was appointed Chief of Police. I'm committed to maintaining a safe and secure city by providing quality policing that creates and strengthens partnerships and exists to serve our diverse population with respect, fairness, and empathy. The men and women of the LPD not only seek to prevent crime but to safeguard our Constitutional guarantees by the delivery of democratic policing that embraces excellence through professionalism.

In 2019, LPD continued its efforts to make the City of Lansing safer and at the core of this plan was and is our community policing philosophy which is built on improved collaborations and a steady stream of communication with the people we serve. The addition of one community policing officer in the Old Town and Walnut Park areas further anchored our problem solving efforts to address quality of life issues by fostering police-community trust. The increased integration of our Police Social Worker with the Hope not Handcuff program increased officer de-escalation training exhibited our empathy for persons suffering from mental health issues, homelessness and substance abuse. The Patrol Division Community Service Unit attended well over 500 community events. As trust and communication increased, citizens assisted with more with information needed to prevent crimes.

The Investigation Division demonstrated an expanded evidence collection and intelligence analysis through the use of our NC4 Street Smart technology, federal and State law enforcement partnerships and increased developmental progress of our Real-Time Crime Center which grew to three crime analysts. Thanks to the courage and vigilance of the LPD – there was a XX% reduction in deaths related to Opioid overdose. The number of shootings dropped a stunning XX percent since 2013.

The progress outlined in this report is only the beginning of a safer and more empathetic Lansing. We expect to move the City forward as we continue our investment in police officer training, equipment and community policing trust building. We thank the extraordinary work of Mayor Schor, the Board of Police Commissioners, our citizens and our city employees.

Regards,
Daryl Green, Chief of Police

Public Information Office

Robert Merritt, Public Information Director

The vital communication link between the Lansing Police Department, members of the community, and the media is achieved by the department's Public Information Director (PID). Robert Merritt, is the department's PID and reports directly to the Chief of Police. Public Information Director Robert Merritt can be reached at TX: (517) 483-4805 or Robert.Merritt@lansingmi.gov.

Responsibilities

- Updates and maintains the Lansing Police Department's website/page
- Gathers facts and information and utilizes social media to relay pertinent information to the community
- Communication Liaison between the Chief and the Public
- Issues Press Releases
- Answers queries from media
- Produces printed material about the organization
- Join the Team

Office of Internal Affairs

Lieutenant Katherine Diehl
Sergeant Kyle Schlagel

The Office of Internal Affairs is established under the direction of Daryl Green, Chief of Police. Internal Affairs is composed of Lieutenant Katherine Diehl and Sergeant Kyle Schlagel whom report directly to the Chief of Police on Internal Affairs matters. The office investigates alleged violations of:

- Use of force
- Vehicle pursuits
- Firearm discharges
- Vehicle Accidents
- Early warning system
- Commendations
- Other Report Activities

Each complaint is objectively investigated and a determination is made whether to sustain the allegation and take appropriate disciplinary action. Complaints against employees are formal complaints, which could be subject to discipline. In addition to complaints, Internal Affairs monitors:

- Departmental rules
- Policies
- Procedures
- Civic complaints

Lieutenant Katherine Diehl can be reached at TX: (517) 483-4804 or Katherine.Diehl@lansingmi.gov.
Sergeant Kyle Schlagel can be reached at TX: (517) 483-4804 or Kyle.Schlagel@lansingmi.gov.

Comparison Summary Informal and Formal Complaints

Year	Formal	Informal
2011	42	172
2012	48	189
2013	53	154
2014	73	149
2015	70	93
2016	62	88
2017	44	69
2018	40	43
2019	39	162

Patrol Division

Captain Ellery Sosebee

The Patrol Division is a source of pride for the City of Lansing and is the largest division within the Lansing Police Department (LPD). The division is tasked to respond to calls for service and investigate criminal conduct and quality of life issues through evidence-based crime prevention strategies and community engagement.

Patrol is staffed with three shift Lieutenants, including Lieutenant Ryan Wilcox – Day Shift, Lieutenant Nat Osborn – Afternoon Shift, and Lieutenant David Sileo – Night Shift. Each Lieutenant supervises five Sergeants and 30-32 Patrol Officers with seven K-9 Handlers. Sergeant Sean Mills leads the K-9 Unit. The Patrol Division further administers the Patrol Officer Field Training Officer Program for new Police Recruits.

LPD understands that mission success is dependent on continuous community and business engagement and the ability to develop and maintain solid City, State and Federal partnerships, all committed to the delivery of outstanding police services. One essential objective of the Community Services Unit (CSU) is to improve the quality of life for our residents by developing long-lasting relationships with the community to address crime, blight, school issues, homelessness, and drug dependency. Executive Lieutenant Rodney Anderson and Sergeant Eric Pratl lead a team of eleven Community Police Officers, three School Watch Officers, one Neighborhood Watch Officer, one Social Worker, and a number of Volunteer Units that perform crime victim advocacy, police chaplaincy, service desk operations, river walk patrol, handicap parking enforcement, school watch, and more. The CSU participated in over 422 community events and instructed some 500 middle school and elementary students in the Gang Resistance and Education and Training (G.R.E.A.T.) curriculum. The G.R.E.A.T. Team is led by Lieutenant Rodney Anderson and its undertaking is to prevent youth crime.

Maintaining safe roads is the primary goal of our Traffic and Special Events Unit (TSEU) which is led by Sergeant Donald Porter. TSEU maintains four motorcycle officers, four parking enforcement officers, one subpoena officer and one traffic crash-follow up officer. Members of the TSEU utilize police motorcycles and other advanced technology to conduct traffic enforcement, roadway escorts, and educational activities in high collision intersections

to address public safety complaints. TSEU is further responsible for reviewing and providing law enforcement approval of special events permits issued within the City of Lansing. These events draw thousands of spectators and TSEU collaborates with the Bicycle Unit, Mobile Field Force Unit, Special Tactics and Rescue Team, and the City of Lansing Emergency Management to ensure a heightened level of public safety preparedness.

The Special Tactics and Rescue Team (S.T.A.R.T.) is our specially trained assignment that utilizes advanced tactics and equipment along with specially trained negotiators to peacefully resolve critical high-risk operations. This team consists of officers that volunteer to risk their lives for the citizens of Lansing to use whatever means necessary to resolve these incidents peacefully. They have hundreds of hours of additional training each year to make sure their skills are as good as they can be and to be proficient with various equipment to increase the safety of everyone involved. This team conducted over 50 high-risk search warrants and drug raids. They also handled several barricaded subjects and hostage incidents that occurred. They were called upon to attempt to arrest a subject who had shot at individuals and then some of their own officers who encountered him in March. This subject shot at our S.T.A.R.T. members in a vehicle and they had to use their training and equipment to stop him. They put their lives on the line to keep innocent people from being hurt or killed by this individual. This is just one incident of thousands over the years this team has been involved in to do everything possible to resolve things peacefully.

Patrol Administration is assisted by Administrative Assistant Rhonda Mubarakeh who maintains an assortment of responsibilities that include; auditing and tracking of employee time and budget accounting, coordination of building maintenance, supply and data management, and other clerical and administrative functions.

LPD Patrol demonstrates a diverse set of responsibilities that are highly visible and accessible in the Lansing community. Patrol personnel embrace the overarching tenants of community policing and respect for constitutional rights undergirded by a commitment to transparency and accountability. As a result, Patrol Officers wear body-worn cameras, report all responses to resistance, and are trained in implicit bias, crisis intervention, and other de-escalation techniques to assist in safeguarding human life and dignity. LPD's core institutional values support our mission to maintain order, preserve public safety and foster a better quality of life; making our City a better place to live, work, and visit. Finally, LPD is dedicated to improving safety in the City of Lansing and is committed to model best practices that focus specifically on the needs of our community. Captain Ellery Sosebee can be reached at TX: (517) 483-4606 or Ellery.sosebee@lansingmi.gov.

Statistics

Lieutenant Rodney Anderson
 Lieutenant Nathan Osborn
 Lieutenant David Sileo
 Lieutenant Ryan Wilcox

Patrol Division Statistics	Totals (As of 12/5/2019)
Arrests Made	3,769
Reports Written	12,589
Contact Cards Completed	106
Calls for Service Received From the 911 Center	78,855
Traffic Tickets Issued (including Traffic Officers)	6,122
Community Meetings Attended by Patrol Officers	362

Community Services Unit

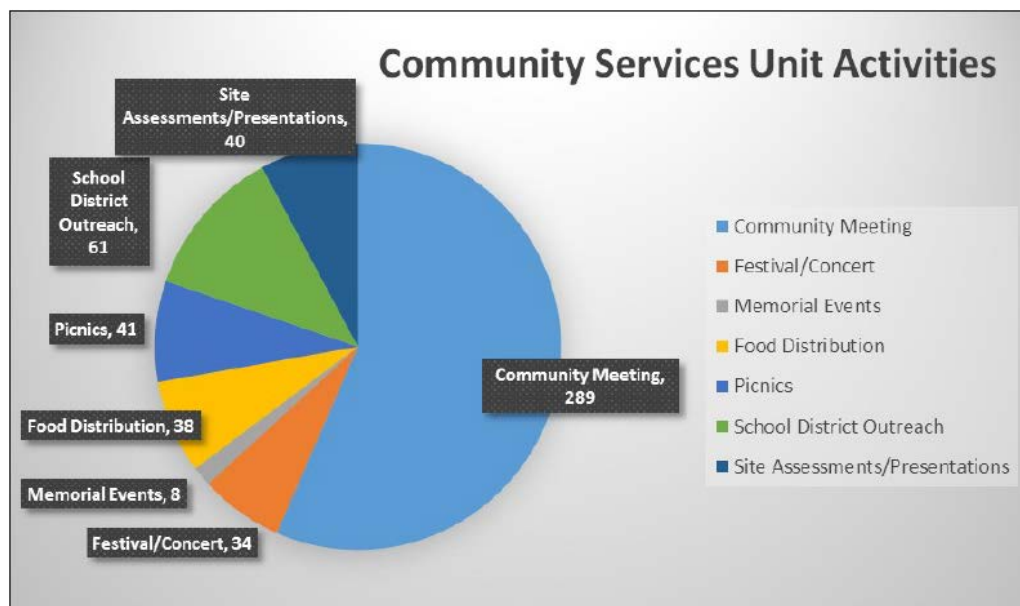
Sergeant Eric Pratl

The Lansing Police Department Community Services Unit (CSU) was created in late May of 2016, and brought several individualized units under one umbrella. These diverse work groups include our 11 Community Police Officers, 3 School Resource Officers, 1 Community Services Officer, 1 Community Services Sergeant, Volunteer Services, Police Chaplaincy, 1 Social Worker and the Lansing Police Department (LPD) G.R.E.A.T. Program.

With community outreach and engagement a central focus of the CSU, officers have represented the Lansing Police Department at over 337 Events, 27 National Night Out Parties, and 119 Neighborhood Watch Meetings. These events range from community meetings to picnics, food distributions, festivals, athletic events, school district outreach, safety presentations, site security assessments, mental health outreach and many more.

Community Policing Officers (CPO's)

CPO's have also taken on several additional initiatives in the last year including hosting a Thanksgiving food giveaway in the Genesee neighborhood, accounting for and providing resources to our homeless population in the downtown sector, and working with community donors to purchase a vehicle for a hardworking citizen. LPD CPO's attended National Night Out, facilitated a safe environment for the Trick-or-Treat on the Square, and assisted our School Resource Officers and day shift patrol in providing an officer at each of our 26 Lansing School District sites for the first day of school in 2018. The CPO's are looking forward to continuing their very active role within our neighborhoods, and to finding lasting solutions to complex and long-standing problems.



School Resource Officers (SRO's)

The LPD SRO's are responsible for providing a safe learning environment, engaging our local youth, improving student-police relationships, and participating in crime prevention and enforcement in each of our 3 Lansing High Schools. In addition to their day within the school, the SRO's participated in over 50 events this past semester outside of school hours. These included athletic events, dances, proms, classroom instruction, and after school coaching, tutoring, and mentoring. The SRO's provide an incredibly worthwhile and important service to our schools, and are a great example of how positive interactions with our youth can have long standing impacts in our community.

Community Services Officer (CSO)

The LPD CSO is responsible for administering our Neighborhood and Business Watch programs, creating quarterly safety newsletters, providing safety presentations and security assessments, monitoring our city alarm program, and representing LPD at events and meetings throughout the community. In 2018, Officer Kasha Osborn managed 106 Business Watches, 112 Neighborhood Watches (8 pending), attended 113 Apartment Manager meetings, produced a quarterly newsletter received by over 150 residents and business owners, monitored the Alarm Program, recruited

and provided training to new volunteers, responded to dozens of neighborhood complaints, maintained the Neighborhood Watch Facebook page, participated in many committees and initiatives, attended Lansing Property Manager Meetings, and performed meaningful outreach at the schools, Sparrow Hospital, and within the Operations Building. Her commitment to the City of Lansing continues to improve our reputation, responsiveness, and image within our City.

Volunteer Services

The Volunteer Services Unit assisted LPD by utilizing volunteers for the River Walk Patrol, School Watch Program, handicap parking enforcement, Victim Advocates, Police Chaplaincy, and staffing the front desk of the Operations Building. Dozens of citizens helped out in various capacities in 2018, and many more have begun to sign up as word of these worthwhile opportunities increases. Our volunteers remain an integral part of our mission to serve the citizens of Lansing, and provide a safer community for all those that visit and live here.

Social Worker

The LPD Social Worker functions as a bridge between the Police and the City's many agencies who work to serve the homeless, mentally ill, and addicted citizens. The Social Worker's focus is to serve the need of citizens with wrap-around services, thereby allowing Officers to focus on public safety.

Community Services Unit

Sergeant Eric Pratl
CPO Brent Traskie
North Town Neighborhood
CPO Matthew Danko
Moores Park Neighborhood
CPO Jacob Kocan
Baker Street Neighborhood
CPO Kenneth Schafer
Kalamazoo Street Corridor
CPO Michael VanBeek
Jolly/Waverly Corridor
CPO Jillian Colby
South Washington Corridor
CPO Alina Harrington
Potter/Walsh Neighborhood
CPO Dillon Reust
Downtown District
CPO Jacob Schmidt
Genesee Street Corridor
CPO Adam Booth
Reo/Risdale

—
SRO Dale Person
Everett High School
SRO Remson Jack
Sexton High School
SRO Damian Manson
Eastern High School

G.R.E.A.T. Program - Gang Resistance Education and Training

Captain Rodney Anderson

The G.R.E.A.T. Team seeks to increase the level of trust between the police and the community's youth. The G.R.E.A.T. Team's goal is to instill youth with necessary social skills that will enhance their ability to resist gang membership and promote high moral and civic standards. The LPD G.R.E.A.T. Team is led by Captain Rodney Anderson. In 2019 the G.R.E.A.T. Team facilitated (13) youth engagement activities from June to December [down 35%] and graduated (658) Lansing School District students [down 19% from 2018] from the G.R.E.A.T. program. The G.R.E.A.T. Team continues to collaborate with a coalition of stakeholder organizations from throughout the City of Lansing (population 114,620 [2014 estimate]) to facilitate the community outreach aspect of the G.R.E.A.T. (Summer Component) during the spring, summer, and fall months. G.R.E.A.T. program activities were conducted by (8) G.R.E.A.T. Team members with the assistance of non-G.R.E.A.T. trained LPD community police officers and LPD Chaplains.

LPD sent (3) officers to GREAT Training (GOT) in July 2018 to address staffing transitions within the team core. The G.R.E.A.T. Team still maintains (1) interagency member from the Michigan Attorney General's Office.

Capt. Anderson can be reached at (517) 483-6831 or rodney.anderson@lansingmi.gov

Community Engagement Statistics			
Schools Served	10	Outreach Events	13
Students Graduated	658	Community Service Hours	65
Community Partners	34	Youth & Family Contacts	2,321

G.R.E.A.T. Program Partners

Lansing Parks & Recreation
City of Lansing HR Dept.
Boys & Girls Club of Lansing
Big Brothers & Big Sisters
MSU Federal Credit Union
Shaheen Chevy Team
Dean Transportation
Kroger
Meijer
Mid-MI Leadership Academy
Lansing Fire Department
Peckham Industries
Michigan State Police
Celebration Cinema
Southside Smitty's BBQ
Child & Family Charities

Moneyball Sportswear
Power 96.5 Radio Station
Resolution Services Center
The Work / PPNG
Defy Extreme sports
Lansing Uniform
Lansing School District
The Printing King
Ingham County Circuit Court
Capital Area District Library
Michigan Supreme Court
Men Making A Difference
Sparrow Hospital
Lansing Public Media Center
Lansing Ignite Soccer Team
Capital Area Soccer League
MSU Rugby Football Club

G.R.E.A.T. Activity Report

In June 2019 the LPD G.R.E.A.T. Team partnered with the Lansing Fire Department (LFD), and City of Lansing Parks & Recreation Department to deliver the 4th annual session of the Lansing Public Safety Youth Leadership Academy (LPSYLA). The camp is co-ed for ages 13 - 16 and has a 33 participant capacity. This highly interactive camp continues to be a signature outreach offering for LPD G.R.E.A.T. For 2019 (33) teen participants attended [up 39% from 2018] the five day camp. Additionally, female participation was up 24 % [total of 8 female participants for 2019]. Newly featured attractions for 2019 included an interactive experience with the Michigan State Police Bomb Squad, a tour of the Lansing Fire Department Station #1 ("The Big House"), and the annual LPSYLA participant recognition ceremony keynote address was given by the academy's first legacy speaker Exavier Ramsey (3 years involvement and other relatives attending the academy).

In November 2019 the G.R.E.A.T. SPORTSMOBILE made a 6th consecutive appearance in the 35th Annual Silver Bells in

G.R.E.A.T. Activities 2019 Spring/Summer/Fall

- Gier Park School Fun Run
- Public Safety Youth Leadership Academy
- 3rd Annual G.R.E.A.T Try-Athalon
- ICONS Teen Mentoring Events
- PLAY pool tournament
- MMAD Community Cookout
- Summer Jam Roundball Classic VI
- Peckham Hoops for Heroes
- Power 96.5 Backpack Giveaway
- Kids Connect Expo
- LFL Youth Football Kickoff
- Silver Bells in the City Parade
- 4th Annual Holiday Giving @ Sparrow Hospital

Summary of G.R.E.A.T Accomplishments

LPD G.R.E.A.T. was awarded in-kind and sponsorship donations from Meijer, Kroger, Shaheen Chevy Team, MSU Federal Credit Union, Defy Extreme Sports, and Celebration Cinema with a cumulative value of \$6675 for 2019.

LPD G.R.E.A.T. partnered with Shaheen Chevrolet, the Lansing Fire Department, and Southside Smitty's BBQ to launch the City of Lansing Battle of the Badges Rib-Off competition (Police vs Fire) which was designed to serve a fundraising platform benefiting local youth focused non-profit organizations. For 2019 \$400 was raised to benefit the Lansing P.A.L. (Police Athletic League).

Community Outreach

- Coat Bank @ St. Luke
- LaRoy Froh Pizza Party
- Citizens' Police Academy
- BSA Cub Scout Tour
- VOA Homeless Count
- Chocolate Walk
- Advent House Path Meetings
- Row Raiser & Polar Plunge for Special Olympics
- LSD Showcase
- Neighborhood Summit
- Prayer Vigil @ Clipper/Vine
- MCOLES PPO Pilot Training
- Crime & Safety Meeting @ Letts
- Anti-Bullying Summit
- Willow Elementary Literacy Day
- Churchill Downs Family Fun Night (Grand River School)
- Safety Curriculum @ Beekman Center
- Taste & Tour of Old Town
- Walking Wednesday Recycle Rama
- Reality Fair –Sexton H.S.
- JIMHO Forum
- Mikey 23
- Beer Fest
- Connect 4 Kids
- LPD Advisory Board Dinner
- Bitty Ball Camp
- Super Hero Day
- 2nd Annual Men's Breakfast
- Annual Police and Fire Field Day
- Ride of Silence
- Malcom X Parade
- Lids for Kids
- Family Fun Day
- Chalk of the Town
- LETR 77 Mile Kickoff
- Reo Elementary Summer Picnic
- Chrysler Cares Safety Event
- Bike Kids Camp
- Pride Fest
- Caterpillar Clubhouse

- Hildebrandt Community Engagement
- Lansing College Zoo Day
- South Lansing Cleanup
- Scrap Fest
- Olympic Broil Car Show
- Night at the R.E. Olds Museum
- Heroes Career Day
- Do1Thing Day
- Old Town Jazz Fest
- Silverfest
- In the Street Outreach @ LaRoy Froh
- Hunter Park Games Day
- Allen Neighborhood Festival
- National Night Out
- Any Given Saturday Resource Fair
- Fab Acres Backpack Giveaway
- Grandparents Day
- Never Forget Ceremony
- MLK Ceremony
- Post Oak Fall Festival
- Coffee With A Cop
- Oktoberfest
- Pilgrim Rest Festival
- Kids Fall Festival
- Trinity Church Opioid Breakfast
- Downtown Panhandling Forum
- Howl-O-Ween
- 5K Run for Human Trafficking
- Scrooge Scramble 5K
- Annual Health and Wellness Open House
- No Senior Without Christmas
- Sparrow Hospital Gift Giving Event
- Food Movers
- Veterans Day Ceremony
- International Association of Chiefs of Police
- Crime Prevention Seminars
- Lansing School District Handle with Care
- Crime Stoppers
- Prescription Task Force
- Oak Park YMCA
- Kroger Food Drive
- BWL Round Table
- Advent House Food Distribution
- Preventing Targeted Violence Workshop
- Spartan Street Medicine
- MSU Charrette CPTED
- Book Reading at Gier Elementary
- P.A.L.
- Sparrow Phone Bank
- Michigan Crusades for Kids at Sparrow
- G.R.E.A.T.

Police Athletic League (P.A.L.)

Sergeant Eric Pratl is assumed the responsibilities of the P.A.L. President. He and his board are brainstorming ideas for fund-raising and will be holding fund-raising events in 2020 along with FREE spots programs for kids.

Polar Plunge

Polar Plunge was held in February, at Cooley Law Stadium. Numerous LPD officers participated in the plunge. The Capital Area Dive Team and ELFD medics provided excellent service to participants. Several officers also participated in the Row Raiser.

Tri-County TRIAD - No Senior Without a Christmas

Since 2000, the Lansing Police have continued to collaborate with Tri-County TRIAD, which promotes elder quality of life through advocacy, assistance, education and training. The department recognizes the value, dignity, and the worth of our elder community and outreach remains a priority. The main goal is to assist senior citizens with independent living and ensure their safety while residing in the Capital City. The department continues to connect with numerous elders, monthly, in addition to raising donations and helping deliver 350 Christmas baskets annually to seniors in need.

Law Enforcement Torch Run for Special Olympics

Lansing Police personnel participate in several fundraising events that help Special Olympics Michigan. Among the more traditional are the Polar Plunge, Row Raiser, Summer Games Kick-Off Rally at the State Capitol and The Midnight Run, in September.

Citizens' Police Academy

The Citizens Police Academy graduation was held in April. The LPD-CPA is a 40 -hour course of instruction designed to provide our community with information about the people, assignments, equipment, policies, law, and overall operation of the department. Our hope is that the instruction will dispel misconceptions, eliminate speculation and increase police/community rapport through this educative process. This service helps the department become aware of public concerns and misunderstandings.

Sparrow Hospital Gift Giving Event

The CSU Team partnered with Sparrow Hospital Pediatric Unit, LFD, and Power 96.5 FM Radio Station for the Annual Holiday Gift Giving event. This event is an opportunity for officers and firefighters to spread some cheer and a few gifts to young people that are admitted to the ward during the holiday season. This event allows patients and public safety professionals to spend time getting to know each other. Over \$500 in gift were donated.

Community Partnerships

Our department is staffed by dedicated men and women who adhere to the value of working in partnership with the community all while striving for excellence and accountability. Working in partnership with our community to identify and address public safety and other quality of living issues while embracing the diversity of our neighborhood organizations, schools, PTO's, business associations, service clubs, and religious and educational institutions.

- Business Watch
- Police & Fire Public Safety Youth Leadership Academy
- Gridiron Football Camp

- Human Trafficking Workgroup
- Tri-County TRIAD
- Tri-County Crisis Intervention Board
- Lansing School Resource Officers
- Downtown Business Association
- Mid-Michigan Police Academy
- Rejuvenating South Lansing
- Michigan State University School of Planning, Design & Construction
- Walnut Park Apartments
- Lansing Youth Football League
- Lansing School District
- Lansing Promise and HOPE Program
- Jail Diversion and Community Mental Health
- Project Life Saver
- Human Relations Advisory Board
- Lansing Police Advisory Board
- Retired Senior Volunteer Program
- Handicap Enforcement Volunteers
- School Watch Volunteers
- Victim Advocates
- G.R.E.A.T. Program – LSD Elementary Schools
- G.R.E.A.T. Sparrow Hospital Gift Giving Event
- Old Newsboys
- Violent Crime Initiative
- Department of Justice
- Michigan State Police
- Keystone COPS Luncheon
- Community Oriented Policing Association
- U.S. Marine Corp Reserves
- U.S. Navy Reserves
- U.S. Army National Guard
- City of Lansing Veterans Board
- Blue Courage
- Governor Whitmer's Inauguration Committee
- Ingham Academy
- Human Relations Board
- Memorial Day Ceremony
- Money Ball Tournament
- Common Ground
- Capital Area District Library
- Lansing Police Explorer Post #911

Bicycle Unit

Lieutenant Katie Diehl
Sergeant Brent Sorg

The Bicycle Unit consists of over one hundred Officers that are trained, including Community Policing Officers (CPO) and School Resource Officers (SRO). The CPO's and SRO's serve in the unit in addition to their regular assignments to assist with problem-solving and other activities. The mobility, visibility and accessibility of the unit make them an integral part of crime fighting, special event security and community engagement. The Bicycle Unit Supervisors are Katie Diehl and Brent Sorg. Lieutenant Katie Diehl can be reached at TX: (517) 483-4682

or Katherine.Diehl@lansingmi.gov and Sergeant Brent Sorg by reached at TX: (517) 483-4632 or Brent.Sorg@lansingmi.gov.

2019 Bicycle Unit Activities

- Safety Patrol Picnic
- Ride of Silence Parade
- Prime Music Festival
- Special Olympics Torch Run
- LETR 5K Run Community Escort
- July 4th - First Response Teams
- Lids for Kids
- Common Ground
- Kids Repair Program Summer Bike Camp
- Demonstrations and Engagements at the Capitol

Unmanned Aircraft Systems Unit

Sergeant Anthony Sandoval

The Department was equipped with two commercially-available unmanned aircraft systems (UAS) used to enhance patrol situational awareness during tactical circumstances. The UAS Unit operates with FAA approval through a Certificate of Waiver Authorization to provide aerial video surveillance of police operations on the ground. The UAS platforms were used to assist the Board of Water and Light to assess flood damage and the Capital Area Dive Team to search the Grand River for a missing person.

- 13 Missions/Calls
- 0 Community Events
- 11 Group Training Events

UAS Operators

- Sgt. Anthony Sandoval
- Detective Theresa Mironiuk
- Officer Trevor Arnold
- Officer Michelle Hood
- Officer Gino Tocco
- Officer Tyler Stelljes
- Officer Timothy Martin

Special Tactics and Rescue Team (S.T.A.R.T.)

Sergeant Kevin Schlagel

The Special Tactics and Rescue Team are led by Lieutenant Ryan Wilcox, Team Commander. The 1973 Crime Control Act enabled federal funding for police tactical units. The Lansing Police Department applied for and received such a grant, allowing the Lansing Police Department tactical team to be formed. From the beginning, the team was given the designation as the "Special Tactics and Rescue Team" (S.T.A.R.T.) The mission of the team is to save lives. Since the team's inception, that mission has never changed. It is accomplished by the application of specialized training, superior logistical support, and team member dedication. City residents, the Department, and team members are proud of the job S.T.A.R.T. does on an ongoing basis. Sergeant Kevin Schlagel can be reached at TX: (517) 483-4838 or Kevin.Schlagel@lansingmi.gov.

Performance Measures	2016	2017	2018	2019 (As of 11/30/2019)
Hostage	0	1	1	1
ATUV Response	0	0	0	0
Weapons Secured	37	29	25	28
Barricaded Subjects	2	3	3	8
High-Risk Arrest Detail	3	2	3	5
Search Warrant	13	9	10	30
Emotionally Disturbed Person Response	6	2	1	5
Buy Busts	0	0	0	0
Drug Raids	53	44	40	
Civil Unrest	2	0	1	0
Dignitary Protection	1	0	0	
Rapid Response Vehicle Incident	30	18	25	8
Education Presentations				17

K-9 Unit

Sergeant Sean Mills

The K-9 Unit has gone through a rebuilding period. With the retirement of Officer Szczesny and K-9 Chase from the unit, interviews were held and Officer Ethan Murlick joined the unit. He attended the K-9 Academy in Taylor, Michigan. Officer Murlick and his partner Fury and have joined the working ranks of the unit. Officer Beth Frazier and K-9 Kannan retired. Officer Bryant Wilson was brought on and attended the K-9 Academy. Officer Wilson and his partner Django have successfully completed the school and are certified members of the unit. Officer Naimy stepped down from his role as an Assistant Trainer, though he has still assisted on several occasions when requested.

The unit has also had its share of success, to include Officer Rachel Bahl and K-9 Chief receiving a Lifesaving Award from the National Association of Police Canine Handlers. Out of 1,000 NAPCH members, only three received Lifesaving Awards.

Recognizing the need to utilize outside units for mutual aid on multiple occasions and the fact that other teams often struggle to work in the environment of the City, the K-9 Unit partnered with other area agencies to conduct a regional training day during the Spring. Each agency attempted to highlight the areas and venues that were unique to them in order best assist other teams. The day was a huge success with extremely good feedback from all that were involved. The Lansing Police Department Cadets also assisted with organizational needs as well as decoy work for the day. Plans are being made to repeat this training in April of 2019.

Additionally, a regional list of all area K-9 Teams and specialties was developed and shared amongst the area agencies. This will allow agencies the ability to recognize the resources available in the area and request them when needed. This list will be updated and redistributed on an annual basis.

The K-9 Unit continues the utilization of consistency in training and new technologies and equipment to improve the work. The team's ultimate goal will remain to serve the citizens of Lansing by locating illegal narcotics, explosives, and wanted perpetrators while keeping our officers as safe as possible.

k-9 Unit Statistics

Number	Canine Team	Specialties	Assignment
1	Rachel Bahl/K-9 Chief	Narcotics	Platoon 1
2	Brian Rendon/K-9 Mac	Narcotics	Platoon 1
3	Jimmy Garcia/K-9 Duke	Explosives	Retired
4	Austin Brown / K-9 Rocky	Explosives	Platoon 2
5	Ethan Murlick/K-9 Fury	Explosives	Platoon 2
6	Bryant Wilson/K-9 Django	Explosives	Platoon 3
7	Jennifer Pung/K-9 Mako	Narcotics	Platoon 3
Trainer	Officer Brian Rendon	Trainer	Platoon 1
Supervisor/ Trainer	Sergeant Sean Mills	Supervisor	PSU

Comparison	2015	2016	2017	2018	2019 <small>As of 11/30/2019</small>
Arrests	82	27	51	44	28
Searches	132	110	118	147	71
Tracks	143	77	105	83	80
Assistance	37	31	39	31	17
Demo's	23	23	17	25	17
Forfeitures	\$3,112	\$0	\$11,193	\$5,717	0
TOTAL DEPLOYMENTS 230					

Training

Teams attended the NAPCH Northern Michigan Seminar, High Stress Scenarios and Decoy Workshop, Capital Regional Training Day, and the department's K-9 Training Days have become the host for the Eaton County Sheriff's Office teams as well as the Shiawassee County Sheriff's Office teams. The K-9 Unit teams have also trained with the East Lansing K-9 Unit and MSU Police Department's K-9 Unit.

K-9 Training

- Teams attended the NAPCH Alpena National Seminar. This seminar is one week long at the Alpena Combat Readiness Training Center in October of each year. Ofc. Rendon and Sgt. Mills both serve as trainers during this week which was attended by over 320 dog teams from the U.S. and Canada this year.
- Teams also attended a High Stress Scenario and Decoy Workshop in Marshall, MI this year. The seminar was led by two KNPV trainers from Holland. Handlers gave fantastic reviews of the training.
- This year the second Capital Regional Training Day was held in April. The day was led by Lansing PD, East Lansing PD, Michigan State University PD, and Ingham County Sheriff's Office. The day was also attended by

Meridian Twp. PD, Morice PD, Bath Twp. PD, Eaton County Sheriff's Office, and Shiawassee County Sheriff's Office. The day was a huge success utilizing four different training venues. Due to the overwhelming success over the past two years, this day will continue to be held annually.

- LPD K-9 training days continue to be a host for Eaton County Sheriff's Office teams as well as the Shiawassee County Sheriff's Office team.

Equipment

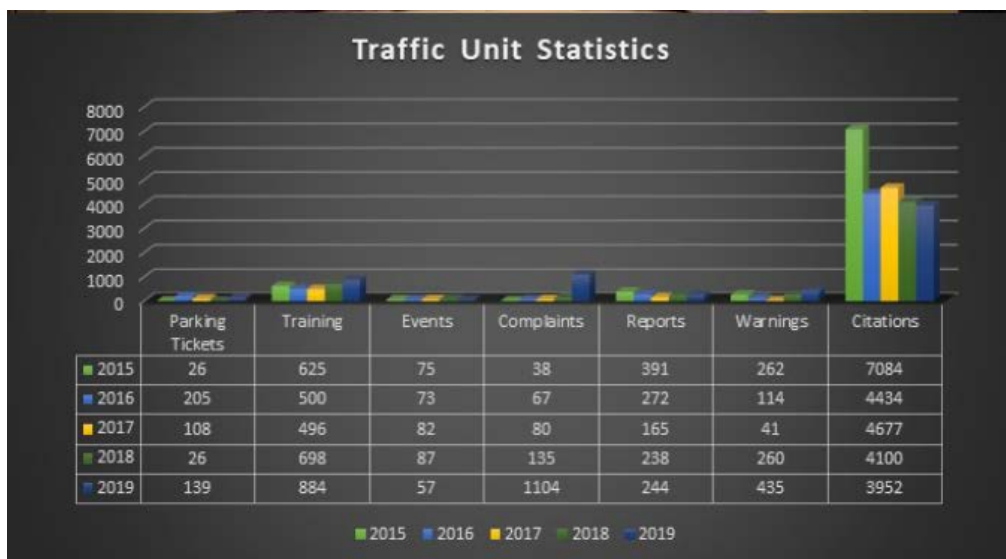
At this point, all of the K-9 Vehicles have been updated to Ford Explorers and all have been outfitted with the Hot Pop Systems for the dog's safety.

Traffic and Special Events Unit

Sergeant Donald Porter

The Traffic Unit and Special Events Unit works special events and patrols the City for traffic violations. Members of the unit are Sergeant Donald Porter, Officer Andrew Becker, Officer Robert Bricker, Officer Peter Howard, Officer Daniel Riedel, and Officer Angela Matthews. During the year, the Traffic Officers were assigned to 57 special events. Sergeant Donald Porter can be reached at

TX: (517) 483-4667 or Donald.Porter@lansingmi.gov



Traffic Follow-up Subpoena Service

Sergeant Donald Porter

Officer Penni Elton / Officer Dylan Zehr

Officer Michelle Hood

Traffic Follow-Up

The Traffic Follow-Up Officer is responsible for a variety of duties which include:

- Quality control on crash reports for accuracy
- Completing follow-up investigations on incomplete or hit and run crashes
- Managing the departments towed vehicle system
- Organizing the City's abandoned vehicle auctions
- Maintaining proper records
- Ensuring correct LEIN entries are made.

Traffic Follow-Up Statistics	2017	2018	2019 (As of 11/30/2019)
Hit and Run Investigations	1,093	1,008	1,090
Abandoned Vehicles Towed/Processed	4,000	4,100	3,689
Abandoned Vehicle Auctions	7	10	11

Subpoena Officer

The Subpoena Officer is responsible for all duties related to the intake and delivery of 54-A District and 30th Circuit Court notices from the Ingham County Prosecutors' Office and the Lansing City Attorney's Office. Methods include interdepartmental notification and resident visits. The Subpoena Officer also reviews traffic tickets submitted by defendants through CourtInnovations.com as the first step in the new Online Plea Bargain processes.

Subpoena Officer Statistics

Subpoenas Delivered in 2017 - 7,800

Subpoenas Delivered in 2018—9,287

Subpoenas Delivered in 2019—9,262

Traffic Crash Reconstruction Unit

Sergeant Donald Porter

The Traffic Crash Reconstruction Unit, is a unit of specially trained officers who investigate serious life-threatening and/or fatal traffic crashes. Members of the Unit are Sergeant Donald Porter, Sergeant Brent Sorg, Sergeant Beth Frazier, Detective Peter Scaccia, Officer Dustin Belill, Officer Timothy Mapley and Officer Ryan Kellom.

Traffic Crash Reconstruction Unit Statistics

	2017	2018	2019 (As of 11/30/2019)
Investigations Handled	22	26	19
Fatalities	15	11	12
Warrants Issued	8	11	7

Honor Guard

Lieutenant Ellery Sosebee

The Lansing Police Department Honor Guard is comprised of officers who have committed themselves to the time and training required for their specialized duties. They are highly respected for their attention to detail and precision in representing the department. The unit is frequently called upon to provide services at a variety of ceremonies and events. The Honor Guard regularly participates in community events (showcased below). The most recognized function of the unit is their presence at the funerals and their paying of respect to the families and communities of officers who have lost their lives in the line of duty. The unit also pays tribute to the lives of retired Lansing Police Officers and their families by providing honors at retiree funerals. Honor Guard Members include: Lieutenants Ellery Sosebee, Sergeants Stitt, Mills, Hughett, and Kelley, Detectives Wonnacott, Mires, McGonegal, Thielen, Scaccia, Officers Becker, Maatman, Hall, Campbell, Brooks, and Fearnow. The Honor Guard Commander, Lieutenant Ellery Sosebee can be reached at TX: (517) 483-4606 or Ellery.Sosebee@lansingmi.gov.

Events

- Funeral & Viewing Detail LPD Retiree (Steve Jex)
- Judge Investiture Ceremony
- Color Guard for Lansing Lugnut's Game
- Crime Victims' Rights Vigil
- MICOPS Annual Memorial
- Ingham County Annual Memorial
- LPD Awards Ceremony
- Police Unity Tour Lansing Memorial Ride
- Funeral & Viewing Detail LPD (Brian Hunter)
- Funeral Detail LPD Retiree (Douglas Williams)
- Michigan Law Enforcement Officers Memorial Dedication
- Chief Yankowski's Retirement
- Chief Green's Swearing In
- Tribute From A Grateful Nation
- 9/11 Ceremony—Wentworth Park
- 9/11 Ceremony—Michigan Senate
- LPD Retiree Dinner
- Just Investiture Ceremony
- Line of Duty—Detroit PD Ofc.
- R. McClain Funeral
- MICOPS Christmas Party

Explorer Post #911

Lieutenant Matthew Kreft

The Lansing Police Explorer Post has been a part of the Lansing Police Department for the past 50 years, and is currently managed by Lieutenant Matt Kreft. The Explorer Program is designed for young adults between the ages of 14 and 21. The purpose of the Explorer Post is to introduce youth to the area of Law Enforcement in the hopes that it will assist them in deciding on a career path. This is accomplished through training in various law enforcement subject matter, and by accompanying officers on ride-alongs. The program also seeks to introduce members to a paramilitary organization, community service events, physical fitness training, military drill and ceremony, uniform and grooming standards, character development, and leadership skills.

At the 2019 State Explorer Competition, Our "A" team won the overall competition out of 40 teams with a total score of 373/400 points. This marks the 5th time in the past 10 years that the LPD Explorer Post has finished #1 in the state! Our "C" team finished 2nd overall, and our "B" team finished 5th. Our "A" team placed in the top three (3) in all 4 events, our "B" team placed in the top three (3) in three events, and our "C" team also placed in the top three (3) in one event. For the last ten years running, the LPD Explorer Post has continually placed in the top 3 of the state overall, taking first place in 2010, 2014, 2015, 2018 and now 2019. The Explorers and Advisor Cadre put in many hours of hard work in order to prepare for this competition, and we are very proud of their efforts. We have been working hard this year preparing for the 2020 competition, with the goal of winning our third State Competition Championship in a row.

For the ninth year in a row, the LPD Explorer Post was the largest group represented at the MYLETA Training Academy over the summer. Twenty Explorers successfully attended and graduated the academy, and several were chosen as squad leaders due to their performance and leadership skills. Our test scores were among the top in the entire academy including the highest overall test score for the second year in a row, and we had two (2) finalists competing for the overall physical fitness award.

Lieutenant Matt Kreft completed his eighth consecutive year serving on the MYLEAC State Oversight Committee for Youth Police Exploring in the State of Michigan. Members are comprised of 15 police officers and medical professionals from around the state that sit on this committee, which is charged with organizing the statewide events, ensuring that all laws and regulations are being followed, and promoting youth police exploring in the State of Michigan. Lieutenant Matt Kreft can be reached at TX: (517) 483-4613 or Matthew.Kreft@lansingmi.gov.

Explorer Post Activities	Totals
Members	30
Community Services Events	65 events, totaling 721 hours
Patrol Ride-Alongs	649 hours
Hands-On Training	420 hours

Advisor Cadre

Post Advisor - Lieutenant Matthew Kreft
 Advisor - Sergeant Angela Matthews
 Advisor - Officer Alina Harrington
 Advisor - Officer Jacob Schmidt
 Advisor - Officer Adam Booth
 Advisor - Officer Zachary Johnson
 Associate Advisor - Officer Anthony Sandoval

Investigations Division

Captain Thomas Fabus

The Investigations Division consists of members from the Detective Bureau, Special Operations Section, Violent Crime Impact Team, Crime Scene Investigations, Divisional Secretarial Staff, and the Crime Intelligence Unit. Combined within our division are also specialized services of the Capital Area Dive Team and the Special Tactics and Rescue Team. All of our teams work together to enhance the capabilities for successful resolution to our investigations.

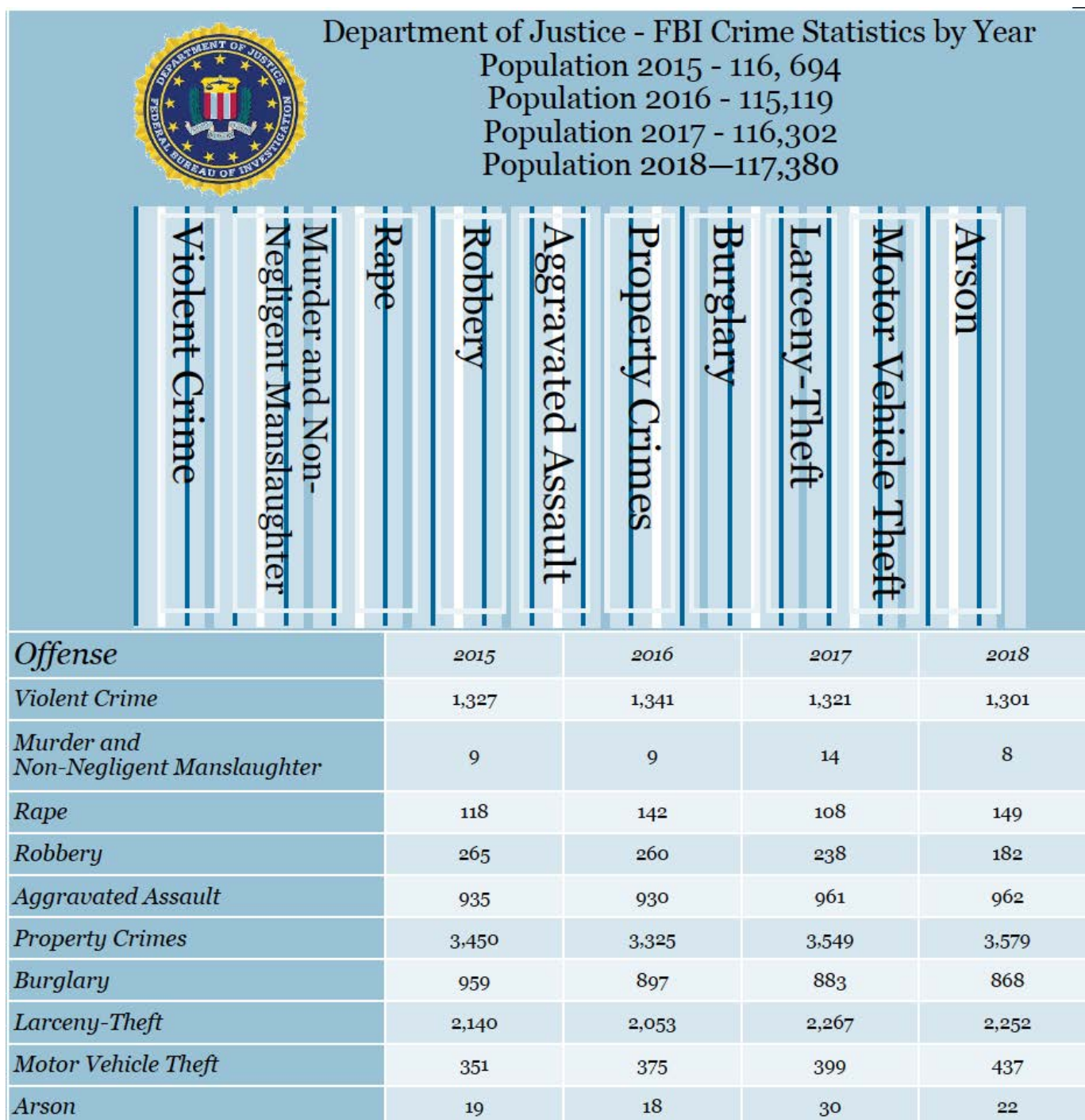
In 2019, the Lansing Police Department finished our two year participation with the U.S. Department of Justice's National Public Safety Partnership (PSP). The program is designed to provide federal support for City of Lansing law enforcement and prosecution authorities. Highlights based on our partnership include: adding task force personnel from the FBI to our Violent Crime Initiative, adding dedicated violent crime prosecutors from the U.S. Attorney's Office Western District, attendance of LPD at three national symposiums on violent crime, and attendance of Investigators at Advanced

Homicide Investigations Training and Data-Driven Policing Conference. In addition, LPD was able to conduct peer exchanges for our enhancement for Domestic Violence Strategies, Homicide Investigations and Prosecutions, Grant Management, and Crime Analysis Capacity. The training and technical assistance provided by the Department of Justice's Public Safety Partnership has assisted LPD's commitment to reduce violent crime in our community.

The Detective Bureau began a new partnership with Michigan State University to assist with LPD's goal of providing Real Time Criminal Intelligence to City of Lansing law enforcement. During the course of the year, we have continued to build our Crime Analysis Capacity with the addition of two part-time MSU interns to assist with our three full time Intelligence Analysts. LPD was also able to build a dedicated Intelligence Center within the LPD Operations Center, complete with updated computers, programs and enhanced live video capabilities. This strategic plan will continue to move forward in 2020 with the purchase and implementation of new city cameras placed throughout the city.

The Special Operations Section (SOS) had great success in 2019 with several high profile cases. These cases focused on individuals who sought to bring large amounts of drugs into our community. SOS investigators also work on neighborhood and quality of life issues in our city. The Violent Crime Impact Team (VCI) also works under the Special Operations chain of command. This team was able to expand with the addition of a full-time Investigator assigned from the Michigan State University Police, five Uniformed Troopers from the Michigan State Police and a dedicated prosecutor from the Ingham County Prosecutor's Office. This team continues to focus on violent offenders and gun related crime in the Capital Area.

The Investigations Division will continue to work together to make our community a safer place for all. Thank you for your support and please know you have a winning team with meaningful work to serve the citizens in the City of Lansing. Please contact me at (517) 483-4812 or Thomas.Fabus@lansingmi.gov for any questions or if I may be of any assistance.



Special Operations / Narcotics Section

Lieutenant Michelle Spoelma
Sergeant Kristopher Doerr

Forfeiture Cases and Total Number of Uniform/SOS Cases

NOTE: Uniform Crime Reporting (UCR) data for 2018 are preliminary semi-annual audits. The numbers below are from the Federal Bureau of Investigations Report.

SOS Activity	2015	2016	2017	2018	2019 (As of 10/31/2019)
Raids	58	45	46	40	28
Arrests	135	101	78	115	45
Guns Seized	60	51	40	41	22
Money Seized	\$760,770	\$518,933	\$196,721	\$156,676	\$53,900
Controlled Buys	487	418	314	346	268
Hand-to-Hand Narcotic Buys	39	20	13	25	21
Narcotics Loitering Letters	501	407	273	270	223
Prostitution Loitering Letters	7	4	5	0	2
Value of Narcotics Seized	\$937,782	\$2,160,000	\$5,981,168	\$1,575,000	\$438,749
Total Number of Uniform/SOS Cases	956	813	382	308	220
Cocaine (Tracked by cases & grams)	86 cases	73 cases	131 cases 50,377.12 gm	1,583.68 gm	2930.98
Marijuana Plants	Not Tracked	Not Tracked	271	174	0
Marijuana (Tracked by cases & grams)	216 cases	160 cases	169 cases 19,932.6 gm	31,273.81 gm	466.1
Marijuana (Other product by grams)	Not Tracked	Not Tracked	2 gm	49,611.1 gm	506.31
Heroin (Tracked by cases & grams)	79 cases	73 cases 0.2 gm	58 cases 3,970.2 gm	701.99 gm	57.69
Meth (Other Tracked by grams)	Not Tracked	4.4 gm	1,441.8 gm	1,187.17 gm	1,369.91
Drug House Investigation	26	23	23	250	268
Other (Tracked by dollars & units) MDMA, Codeine, Ecstasy, Prescription Analogues, Buspirone Hydrochloride	\$170	109 units	179 units	352 units	319
Assist Outside Agency	0	1	47	108	31
Surveillance Hours	284	166	2,742	4,387	3,795.0
Search Warrants	Not Tracked	Not Tracked	16	42	24

Lieutenant Michelle Spoelma can be reached at TX: (517) 483-4821 or Michelle.Spoelma@lansingmi.gov.

Crime Scene Investigations Unit (C.S.I.)

Sergeant Shawn McNamara, Sergeant Beth Frazier
Officer David Lowndes
Officer Michael Lam
Officer Mark Stanley

Crime Scene Investigation (C.S.I.) requires the application of diligent and careful methods by which investigators recognize, identify, preserve, and collect evidence. This helps determine what actually occurred during the commission of a crime. The Lansing Police Department C.S.I. Unit is trained in crime scene processing, the care and handling of physical evidence, trace evidence, fingerprinting, photography, casting, and courtroom sketches. The Investigators are multidimensional as they are summoned to crime and accident scenes that involve many different structures, vehicles, terrain, weather, and a multitude of case investigators to satisfy interests. C.S.I. Investigators are committed to obtaining cutting edge training and identifying best practices within this discipline all in the interest of justice. Sergeant Shawn McNamara can be reached at TX: (517) 483-6880 or Shawn.McNamara@lansingmi.gov and Sergeant Beth Frazier can be reached at TX: (517) 483-4659 or Beth.Frazier@lansingmi.gov.

Month	# OF SCENES	# OF PHOTOS	# OF VEHICLES	# OF PRINTS	# OF VIDEOS	# OF SEARCHES	# OF QM CASES	# OF FOOTWEAR	# OF DNA SWABS	# OF DIAGRAM
Jan	13	1916	8	116	0	5	0	1	194	7
Feb	4	336	1	11	0	1	0	1	42	1
Mar	12	2109	3	20	0	6	0	1	75	5
Apr	4	402	3	0	0	2	0	0	27	1
May	9	1049	5	2	0	0	0	0	24	1
June	8	1057	1	11	0	3	0	2	89	3
July	12	2594	7	49	0	12	0	0	208	4
Aug	13	2047	11	30	0	12	0	0	179	7
Sep	3	618	5	8	0	5	0	0	84	1
Oct	5	642	6	0	0	6	0	0	106	2
Nov	4	536	0	2	0	1	0	0	15	1
Dec										
TOTAL	87	13,306	50	229	0	53	0	5	1,043	33

Violent Crime Impact Team (V.C.I.)

Sergeant Jonathan LaCross


The Violent Crime Initiative has experienced a record year in gun seizures for 2019. Due to extreme tenacity, perseverance, and outstanding police work the Officers and Troopers assigned to this unit set a benchmark that will be difficult to beat for years to come. As of the current date VCI has seized 107 firearms. These consist of 79 handguns and 28 long guns. Also during this time, VCI was able to take several violent, high profile offenders off of the street in both State and Federal level charges. This was done with the assistance of Federal partners in the ATF and FBI. VCI also experienced a change of Supervisors with the departure of Sergeant Nick Hughett and the arrival of Sgt. Jonathan LaCross. Sgt. Hughett served the unit for three years and reached his time limit. He was instrumental in accomplishing these numbers and motivating the team to achieve their goals. Sergeant Jonathan LaCross can be reached at TX: (517) 483-4484 or Jonathan.LaCross@lansingmi.gov

V.C.I. Impact Team Statistics	2016	2017	2018	2019 (As of 11/30/2019)
Arrests Misdemeanor	167	172	111	98
Arrests Felony	164	296	280	230
Tickets/Warnings	111	204	76	123
Contact Cards	104	93	38	55
Handguns Seized	39	62	69	75
Long Guns Seized	16	10	12	25
Calls for Service	172	128	54	129
Traffic Stops	315	595	321	553
Surveillance Hours	2,750.5	3,378	3,449	2,648
Intel/Work-Up Hours	1,092	869	794	565
Number of Reports	210	362	280	258
Total Report Hours	311.3	518	428	498
Knock and Talks	153	201	175	162
Hot Spot Policing Hours	516	820	313	387
Search Warrant/Assists	77	83	82	69
Parole/Probation Violations	48	199	105	50
Training Hours	1,460	1,677	1,373	876
Forfeiture	15,430	8,903	48,285	15,766
Assist Outside Agency Hours	702.5	986	734	387
Phone Orders	Not Tracked	Not Tracked	51	30
Follow-Up on Search Warrants	Not Tracked	Not Tracked	74	45

Capital Area Dive Team

Sergeant Bryan Curtis

The Capital Area Dive Team water rescue and recovery, is led by Lieutenant Bryan Curtis, Team Commander. Team members are Lansing Police Department Officers Garrett Hamilton, Randall Hon, Dustin Belill, Michael VanBeek, Jacob Schmidt and Tyler Stelljes. Ingham County Sheriff's Sergeant Bob McElmurray, Deputies Cheryl Huhn, Paul Richards, Cory Daza, Chris Hagerman, Ryan Drury and David Drury. Eaton County Sheriff's Office Deputies Pete Walter and Ryan Keast, Clinton County Sheriff's Office / Bath Township Police, Officer Kip Harmon, and Dive Physician, Dr. John Dery. The team responds to all rescue and recovery open water incidents in Ingham, Eaton, and Clinton Counties. This includes all open water drowning, water and ice rescue, body search and recoveries, motor vehicle salvage/recovery and underwater evidence processing. The team provides security and law enforcement at special events in and around local waterways, provides water safety presentations and marine law education. The C.A.D.T. supplements local fire departments with surface rescue and is the only unit capable of sub-surface search and rescue and recovery. Lieutenant Bryan Curtis can be reached at TX: (517) 483-4632 or Bryan.Curtis@lansingmi.gov.

	2017	2018	2019 (As of 11/30/2019)
Training Hours	1,050	1,110	862
Evidence Recoveries	6	2	9
Body Search Calls	4	8	4
Actual Body Recoveries	4	4	4
Special Events and Demonstrations	14	16	13
Rescue Call-Outs	5	16	6
Persons Rescued	6	2	2
Common Ground Deployments (days)	4	4	4
Special Underwater Services	4	5	1
Vehicle Search and/or Recoveries	4	4	5

Cold Case Detective

The Lansing Police Department Cold Case Squad was created in 2014 to address our unsolved murder cases and become the voice of crime victims. The Cold Case Investigator is responsible for the following related tasks: inventorying evidence and ensuring it is analyzed using the latest technology, seeking information from previously assigned investigators and re-interviewing witnesses and suspects when necessary. New approaches gained from cold case specific training and evolving methods in analysis of evidence have opened the door to many new possibilities. Detective Tracy Jones routinely works in conjunction with other law enforcement agencies and follows guidelines for leading best practices for case success. The Lansing Police Department recognizes the importance of solving as many open murder cases we can to bring those accountable to justice. Upon retirement of Det. Jones, Det. Shannon Thielen was assigned the Cold Case Detective. The Lansing Police Department encourages all persons that may have information about an unsolved Lansing homicide to contact the Department as soon as possible. Detective Shannon Thielen can be reached at TX: (517) 483-6858 or Shannon.Thielen@lansingmi.gov.

Administration Services Division

Captain Robert Backus

The Lansing Police Department (LPD) Administrative Services Division includes the Property and Supply Unit, Detention, Training and Budget and Payroll. The LPD Firearms Training Range falls within the Training Unit. This division spans all of the LPD buildings to include Headquarters, Operations Center and the Range.

Property and Supply consists of one Sergeant, one Officer and one civilian position. Their day to day role includes issuing and ordering necessary and requesting uniforms and equipment for the department's sworn and non-sworn members. They also collect, store and review all of the case related evidence collected by officers, detectives and crime scene technicians. They are responsible for releasing this same property back to the original owners when appropriate and also releasing the property to sworn employees for further examination and trial purposes.

The Detention Unit is authorized for 16 detention officers. Three of these officers hold the title of Lead Detention Officer and carry additional reporting and auditing responsibilities. The Detention Unit is supervised by 5 Detention Sergeants. The Lansing Jail is an integral part of the 54-A District system. Together with the court administrative offices, defendants are detained prior to and after their court proceedings. The LPD detention also serves as a temporary holding facility for all inmates currently lodged at the Ingham County Jail who have court proceedings at the 54-A District Court. In addition to this, our detention unit serves the LPD and other departments which make arrests within Lansing City limits. This can include the Michigan State Police and Lansing Community College. Our facility holds suspects on a temporary basis but is operational 24 hours a day, 7 days a week. The LPD Detention Unit is a skilled group who are capable of handling the wide variety of the emotional levels exhibited by inmates. Detention Officers regularly are required to call on the services of medical professionals and mental health professionals to assure those in the facility get proper care and treatment. The Department also has two officers assigned to court services to address in-custody reports as well as the arraignments of inmates.

Our Budget and Payroll Office is tasked with coordinating, assisting and reporting on the budget authorized for the Lansing Police Department. The office must liaison with State and Federal oversight to ensure compliance with different grants and programs awarded to the department. Our Payroll Office records the time worked and monitors individual leave time banks for both sworn and non-sworn personnel.

Our Training Unit is in its second year of existence and includes one Lieutenant, two sergeants, one officer and one secretary. The group is responsible for coordinating training for individuals as well as groups of sworn and non-sworn personnel. Our Training Unit hosts hands-on and instructional trainings for department personnel as

well as outside agency personnel to include State and Federal agencies as well as LCC Police Academy recruits. This group includes our Firearm Training Unit as well which is responsible for maintaining firearm proficiency, ensuring State qualification standards and creating scenario based firearms training.

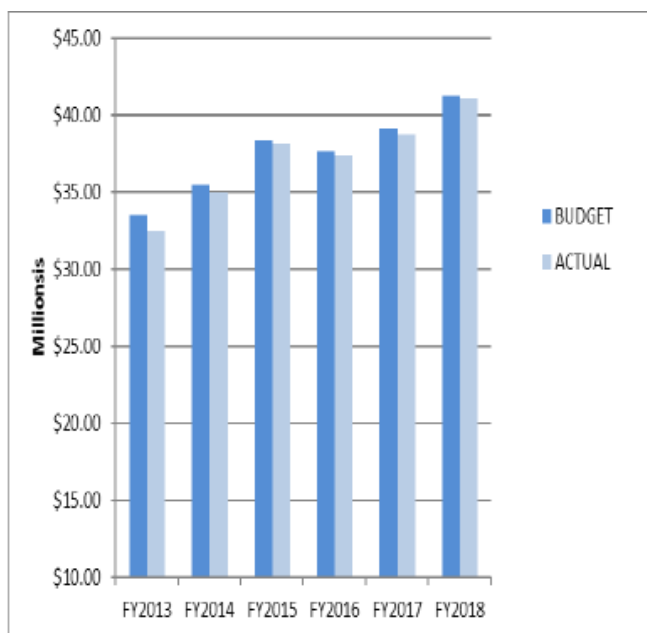
Our Administrative Services Division is staffed by dedicated sworn and non-sworn personnel who play an integral role in the department and area criminal justice system as well as ensuring our employees maintain a skill set which allows them to deliver the best quality service and stay safe. Their skill sets, attention to details, hard work and dedication is a testament to the quality service this group is known for. Captain Rob Backus can be at Robert.Backus@LansingMi.gov or (517) 483-6883.

	Auth	Actual		Auth	Actual
Police Chief	1	1	Administrative Specialist 31	1	
Captain VI	4	3	Administrative Assistant 28	1	1
Lieutenant V	10	10	Budget Control Supervisor	1	1
Sergeant III	31	31	Central Records Supervisor	1	
Detective IIB	24	24	Radio En mailto:Robert.Backus@LansingMi.gov	1	1
Detective IIC	1		Crime Research Analyst	2	2
Police Officer	132	130	Detention Officer	13	12
Police Cadet	4	4	Lead Detention Officer	3	3
Police Academy Recruit		1	Fingerprint Technician	1	1
TOTAL SWORN	207	204	Police Technician 26	4	4
			Payroll Technician	1	1
			Quartermaster Technician	1	
			Radio Technician	1	
			Records Sys Data Compli Admin	1	1
			Social Worker	1	2
			Secretary	4	4
DEPARTMENT TOTAL	244	236	TOTAL CIVILIAN TOTAL	37	32

Budget and Payroll Unit

The primary function of The Budget and Payroll Unit is to use financial and administrative skills to support front-line law enforcement officers and the Chief of Police. Duties include, but are not limited to:

- Budget Formulation and Management
- Special Projects
- Payroll Services
- Accounts Payables
- Accounts Receivables
- Grants Management



Lansing Police Department Budget to Actual (dollars in millions)		
Fiscal Year	Budget	Actual
2008	\$33.45	\$33.21
2009	\$34.54	\$34.02
2010	\$34.32	\$33.84
2011	\$34.02	\$33.63
2012	\$30.92	\$30.62
2013	\$33.53	\$32.50
2014	\$35.48	\$34.99
2015	\$38.38	\$38.15
2016	\$37.70	\$37.43
2017	\$39.15	\$38.74
2018	\$41.30	\$41.08

Training Unit

Lieutenant Paul Beasinger
Sergeant Brent Song

The Training Unit is comprised of four full-time trainers, eight part-time trainers and one administrative assistant. The Training Unit is responsible for researching, planning and conducting training for all personnel. In addition to training personnel, members of the Training Unit conduct training on a regular basis for Detention personnel, 54-A District Court personnel, community groups, and Mid-Michigan Police Academy recruits. The dedication and commitment of the personnel within the Training Unit is evidence as the department has become a leader in law enforcement training in the Mid-Michigan area. Lieutenant Paul Beasinger manages the Training Unit and can be reached at TX: (517) 483-4810 or Paul.Beasinger@lansingmi.gov.

Training Courses Attended by LPD Personnel

- FBI National Academy
- MSP Leadership Institute
- Constitutional Use of Force
- Law Enforcement Response to Non-Stranger Sexual Assault
- Incidental and Tactical Command Post Operations
- Under the Influence of Cannabis
- First Aid / CPR Instructor Certification
- MSU School of Staff and Command
- Crash Course for the First Time Supervisor
- Street Sergeant – First Line Super School
- LEIN TAC Training
- Dealing with Difficult People
- Reid & Reid Interview and Interrogation
- Peer Support and Mentoring
- Managing Narcotic Informants
- Ice Dive Operations
- SWAT Command and Decision Making
- New Sergeant Orientation
- Crime Prevention Specialist Series
- Substance Abuse Prevention
- Narcotics Enforcement and Trafficking
- Traffic Safety Summit
- Taser Instructor Certification
- Group Crisis Intervention Training
- Leadership and Management Skills for Women
- Data Master Certification
- Basic Supervisor Liability
- Police Social Worker Training
- Surveillance School
- Victim Services Unit Certification
- Accident Investigator (1-9)
- Microsoft Excel Training
- FOIA Training
- FTO Certification School
- Airplane Assault Training
- Active Assailant Conference
- New Motorcycle Rider Course

- Administrative Professional Training
- Crisis Intervention Team Certification Course
- Human Factor in Crash Investigations
- Great Lakes Homeland Security Conference
- Police Unity Tour
- Handling Property Rooms and Evidence
- Digital Photography in Law Enforcement
- Phase 3 Hostage Negotiations
- Middle Eastern Intelligence
- CRYSTAL Reports Training
- SHIFT Wellness Education
- Real Time Cell Phone Investigations
- MATAI Conference
- Leadership, Coaching and Team Building
- Senior Management in Policing Institute
- CSI Tech Course
- Emergency Vehicle Operations
- Homicide Investigations
- Peer support and Suicide Prevention
- Child Death Investigations
- Essentials of HR Law
- ATF Task Force Orientation
- Basic School Resource Officer Training
- New Detective School
- Armor Yourself – Officer Wellness
- ARIDE Training
- Fair and Impartial Policing
- GREAT Instructor Certification
- Annual Drug Initiatives Conf.
- Homicide – Is the caller the killer?
- Women’s Leadership Institute
- NGCRG International Gang Conference
- Trauma Informed Response to Sexual Assaults
- Legal Updates and Review
- Michigan Liquor Law Training
- K9 HITS Training
- The Transformational Trainer
- Glock Armorer Certification
- Krav Maga Instructor Certification
- Advanced Microsoft Excel
- Highway Killing and Behavioral Analysis
- Traumas of Law Enforcement
- Force Science Institute Annual Conference
- HFRG Instructor Certification
- Understand Police Trauma
- Police Vehicle Evaluations and Testing
- SRMS User Conference
- ATC Handgun Instructor School
- MCRA Training Conference
- Organized Retail Fraud Seminar
- LASO Training

- Incident Command for Expanding Incidents
- Less Lethal Instructor Certification
- Identifying Characteristics of an Armed Gunman
- Alpena K9 Conference
- Marijuana Management Symp.
- Motorola Summit
- Michigan Crisis Intervention Team Conf.
- CORE Law Enforcement Training
- Trauma and the Brain
- Patrol Dog Certification Course
- Michigan Association of Hostage Negotiators Conf.
- Advanced Grant Writing
- Investigating Non-Fatal Strangulations
- K9 SIDDs / CAT
- Investigating Non-Stranger Sexual Assaults
- Financial Crimes Against Seniors
- Law Enforcement Responses to Domestic Violence
- Fire Investigations Course
- New Criminal Investigator
- Comprehensive Sexual Assault Investigations
- Slavery's Legacy for Law Enforcement
- National Conference on Law Enforcement Wellness and Trauma
- Legislative Education and Advocacy
- Evolutionary Leadership
- Managing the Property Room
- Less Lethal Responses for Patrol
- Corrections Officer Training Program
- Dynamics of Officer and Citizen Encounters
- Answering the Call: The Challenges of Child Abuse
- 2TheRescue Officer Wellness Training
- Drug Recognition Expert Certification Training

Courses Hosted

- Dolan Street Sergeant (4 days)
- Reid & Reid Interview and Interrogation (4 days)
- Facebook Investigations
- LPD New Sergeant Orientation (2 days)
- Individual & Group Crisis Intervention (3 days)
- Field Search Software
- APTAC FTO / FTS School (6 days)
- Armor Yourself – Officer Wellness Training
- Dolan New Detective Training (2 days)
- Command Presence – The Transformational Trainer
- Command Presence – Dynamics of Citizen Encounters (6 days)

Training Unit Special Events

- ALPACT Use of Force Lecture
- ALPACT Practical Scenario
- Women's Self-Defense Seminar
- BWL Self-Defense Seminar

- LPD Explorers Self-Defense Seminar
- Citizen's Police Academy - Use of Force Lecture
- Citizen's Police Academy Scenario Night
- Michigan Municipal League – Employee Discipline Lecture
- Code Compliance Office – Personal Safety & Awareness Training

Supplemental On-Duty Training Provided

- Detention & Prisoner Policies
- Dispatch Priming Research / Lessons Learned Videos
- NC4 – Familiarization and Hands-On Operation
- Active Violence Incident – classroom and practical exercises
- Emergency Vehicle Operations – review and practical exercises
- Annual Physical Ability Test Proctoring
- Patrol Response to Major Scenes Reminders
- Cell phone technology updates
- Handgun retention
- Handcuffing refresher
- Taser refresher
- Self-Aid & Tourniquet refresher
- Sabre OC Spray refresher
- Long Gun / Rifle retention

Range

- 60 Training Days for LPD Course of Fire/Training, approximately 200 employees each receiving one hour per cycle
- 20 Training Days for LCC Firearms Academy, approximately 80 students
- 45 Training Days of New Hire, Post Academy and Specialized Unit Training
- 19 Training Events, Hosting Outside Agency Training
- 4 Training Days, Explorers
- 2 Training Days, Retired LEOSA Qualifications, approximately 80 personnel
- 7 Training Days, Active Violent Incident Training

S.T.A.R.T.

- 41 Training Days
- 7 Training Instructional Events teaching Active Violent Incident Response to Civilians, approximately 1000 civilian present
- 5 Training Days for Team Tryouts

Misc. Training Unit Numbers

- LPD Sworn Personnel Trained = 1,612
- Non-LPD Sworn Personnel Trained = 96
- Civilians Trained = 302
- LPD Courses Conducted = 252
- LPD Training Hours Provided = 762
- Outside Vendor Courses Attended = 567
- Use of Force Case Reviews = 197
- F.T.O. Training Hours = 324

Total Number of Training Hours for LPD Employees (through 11/30/29: 31,931 hours

Detention Unit

Lieutenant Matthew Kreft

Lieutenant Matthew Kreft supervises the Detention Unit. The unit is comprised of 23 employees in three different unions; Detention Officers, Contract Employees, and Sworn Personnel which include both supervisors and officers. Unit personnel value the dignity of all detainees in their custody and are responsible for humane care of arrestees, while lodged in Detention, as well as assisting with court processes. The maximum holding time for juveniles is 6 hours and adults are held no more than 48 hours.

Staff follows the departmental vision of building partnerships and utilizing innovative strategies for a safer, stronger community. They also strive for excellence that exceeds customer service expectations. Recently, behavioral health issues and co-occurring substance abuse disorders remain, so we continue our partnership with Par Rehab, which provides a 24/7 option of medical consultation for detainees who need further treatment while in custody. Lieutenant Matthew Kreft can be reached at TX: (517) 483-4613 or Matthew.Kreft@lansingmi.gov.

Year	Adults Booked	Juveniles Booked	Ordinance Violations	Misdemeanors Booked	Felonies Booked
2013	5,606	319	2,403	3,357	2,037
2014	5,584	273	2,117	3,600	2,303
2015	5,991	343	3,102	3,453	2,140
2016	5,107	194	1,940	3,103	1,763
2017	6,729	191	1,592	2,998	2,025
2018	7,156	214	1,322	1,966	2,099
2019	6,815	200	1,266	1,852	2,012

Court Officers

Officer Dustin Belill
Officer Stephanie Kennedy

The Court Officers are a vital part of the Lansing Police Department. When the Patrol Officers arrest a suspect or write a report on a suspect that they cannot locate, the Court Officers continue the process towards justice being served. They also are a crucial part of making sure the citizens of Lansing are safe by working with the City Attorney Office and the Ingham County Prosecutor Office to bring charges against these individuals that commit serious crimes in our city.

The Court Officers are responsible for making sure the reports and other required documents are complete and turn them over for charges to be issued. This is just a small part of what these Officers do. They also pick up reports and warrants on cases where the suspects have not been arrested. They take all the warrants and they swear to the information in front of a Judge or Magistrate for the facts of the case. They then are responsible for all the individuals that are in custody getting arraigned. This is a necessary task for the suspect to be formally advised of the charges and a bond to be set by the Judge or Magistrate. This does not end the process for the Court Officers on each individual case. They also have to document in multiple data systems the outcome of the arraignment.

Other Court Officers responsibilities include transporting evidence to and from the crime lab in certain cases to maintain a proper chain of evidence. When results are done from the crime lab they are responsible for docu-

menting and presenting those cases for warrants if the results connect a suspect to the crime.

All of these tasks would have to be done by our Patrol Officers if it was not for our Court Officers doing it. That would mean fewer Officers to respond to emergency 911 calls. It takes several hours to process a single case from start to finish and the ability to have these Officers process several cases at one time is a testament to their work ethic and helps the Lansing Police Department be more efficient in protecting the citizens of Lansing.

Property and Supply Unit

Sergeant Sean Mills

The Property and Supply Unit is responsible for the storage, inventory, release and destruction of all evidence and property. The unit also orders and distributes department uniforms, equipment, and supplies for officers' daily use. Sergeant Sean Mills can be reached at TX: (517) 483-6843 or Sean.Mills@lansingmi.gov

Property & Supply Unit Statistics (12/12/2018—12/11/2019)				
Years	Property Received	Property Returned/Disposed	Items Inventoried	Money from Auctioned Items
2013	9,586	10,091	27,930	\$1,954
2014	10,104	9,523	34,057	\$2,261
2015	11,079	5,210	42,132	\$ 846
2016	10,825	4,228	22,978	\$ 915
2017	12,168	2,029	11,025	\$ 981
2018	11,733	3,723	27,392	\$3,495
2019	14,334	6,935	38,708	\$0

Staff Services Division

Lieutenant Justin Moore

The Lansing Police Department (LPD) Staff Services consists of both sworn and civilian personnel. Our primary mission is to provide administrative and operational expertise and customer service to staff and citizens of Lansing. The dedicated hard working staff performs a variety of duties and services to meet the needs and requests by the citizens of Lansing, police and city personnel.

Central Records: This year four (1) new contract Police Technician, and one (1) Civilian Supervisor were hired in Central Records. Central Records personnel process police reports, accident reports, uniform citations, Freedom of Information requests, conduct background checks, notary service and ride along applications. Additional services performed at Central Records are fingerprints for backgrounds; processes purchase permits and gun registrations. Our work group includes other specialized employees; Data System Administrator who maintains and manages various critical core systems within LPD including the records management system. Fingerprint Technician, who examines, analyzes and compares fingerprint evidence for criminal investigations. His expertise is critical to Lansing Police Department investigations.

Recruiting and Hiring: Sergeant Jason Spoelma is the Staff Services Sergeant. He works closely with the City of Lansing Human Resources Department in the hiring and management of personnel. Our recruiting team attended 54 events throughout the year. Additional responsibilities include coordinator with the Mid Michigan Police Academy, scheduling of the New Hire Orientation and Reception, MCOLES reports, Internship Program, promotions, transfers, ride-alongs and the yearly Awards Program.

Technology and Technician Services: The LPD has implemented several technology projects. In 2019 we started evaluating new mobile computers for the patrol vehicles which will be deployed in 2020. We have up-graded many different databases and servers which required us to convert much of our data to other platforms. We have started assessing ways to convert old paper document management systems to digital storage for long term cost storage. We are currently evaluating FOIA management software to be able to better handle the volume of FOIA request that are received. The Technology unit continues to work with the Michigan State Police on improving the records management system to better suit the needs of the Lansing Police Department. One of the largest projects the technology unit is currently working on is the implementation of a Real Time Crime Center (RTCC). The RTCC will enable the LPD leverage technology to provide critical information to first responders in the field and to assist with criminal investigations.

Electronic Equipment Maintenance Unit is led by Walter Doherty, Radio Engineer. This unit is responsible for the installation and maintenance of all FCC radio communication systems, including vehicle/ building video recording access equipment. This unit was instrumental in the implementation of the Axon Fleet System. Ingham County 911 will be implementing a new radio system which will impact agencies County wide. Radio Engineer Doherty has been working on this project.

Our staff is dedicated in providing support and quality customer service to the staff and citizens of Lansing. Thank you for your continued support.

Central Records and Identification Units

Sergeant Jason Spoelma

Records Unit Statistics	2017	2018	2019 (As of 11/30/2019)
Record Copying Revenue	\$69,907.58	\$68,027.09	\$63,432.90
Accident Reports Entered	4,495	4,841	4476
Warning Citations Entered	281	798	1177
Appearance Tickets Entered	18	33	8
Record Checks	1,840	1,769	1,415
Record Reproduction for Officers/Citizens	15,544	15,918	22,074
Freedom of Information Documents Researched and Returned	15,544	10,172	8,972
Traffic Citations Archived	7,117	8,161	8,217

Identification Unit Statistics

Civilians Fingerprinted	975	654	528
Latent Prints from Crime Scenes	833	446	352
Prints Identified in AFIS	109	99	123
Persons Identified in AFIS	54	42	70
Handgun Registrations	2,430	2,237	1,780
Licenses to Purchase Issued	252	226	202
Licenses to Purchase Denied	3	4	3
Parolee Mug Shots	0	0	0

Electronic Equipment Maintenance Unit

Walter Doherty, Radio Lab Engineer
Dennis Rouhier, Radio Lab Technician
Carl Flickinger, Radio Lab Technician

This unit is responsible for the installation and maintenance of all FCC radio communication systems, including vehicle/ building video recording access equipment.

The Electronic Equipment Maintenance Unit consists of Walter Doherty, Radio Engineer, Dennis Rouhier is the Radio Technician, and Carl Flickinger, Radio Lab Technician.

In 2019, the Electronic Equipment Maintenance Unit were responsible for the following projects:

- AXON Body Cameras Upgrade and replacement of all Body Worn Cameras and Docks.
- Completed AXON Flex 2 cameras and docks for START and configured 4 G Cellular and Wi-Fi upload from the START Equipment vehicle for both field and Range upload capability.
- Reconfiguration of GPS System for CAD with new modems. This ensured consist GPS positioning in CAD
- Aided in the setup of the Crime Center at the Operations Center.
- Aided the County in the development of the IGHAM County new radio system which should be on line in the fall of 2020. All new Mobile and Portable Radio will be issued at that time.
- Worked with IT in the setup of Demon PC's to determine the best possible replacement for the aging L3
- one PC we are currently using. New equipment should be installed by mid-2020.
- Developing upgrades to the Public Video System and method of bring the video back to IT on effectively.
- Working to expand our current PVS sites.

Throughout the year, the unit works diligently to relocate and upgrade Public Video System cameras, updates radio equipment and upgraded selected detention video system cameras. Walter Doherty can be reached at TX: (517) 483-4840 or Walter.Doherty@lansingmi.gov.

Recruiting and Hiring Team

Sergeant Matthew Kreft

Sergeant Jason Spoelma

In 2019 the Lansing Police Department (LPD) worked in collaboration with the City of Lansing Human Resources Department in conducting several hiring selection processes. LPD created a Power Point presentation to provide training to recruiters. The Staff Services Sergeant provides recruiter embedded responsibilities and is responsible for day-to-day operations. LPD continues to increase Ride-Along and job shadow opportunities as recruiting tool and increased direct contact with the applicant to keep them engaged in the hiring process. In total, the City of Lansing hired a total of (22) police officers, (10) recruits sponsored to the Mid-Michigan Police Academy, (3) cadets, (10) interns, (7) detention officers and (14) civilian personnel. Materials and handouts were updated and more personnel were added to the recruiting team. Sergeant Jason Spoelma can be reached at TX: (517) 483-6882 or Jason.Spoelma@lansingmi.gov.

Recruiting Expos / Fairs

- 125th Historical @ Lansing Center
- Access Job Fair - Dearborn
- Back the Badge- Adado Park
- Common Ground
- Cristo Rey Fiesta
- Delta Academy Graduation
- Delta Police Academy
- DeWitt High School "Unity thru Diversity"
- Eaton Resa Advisory Board & Mock Interviews
- Eaton Resa CJ Competition
- Ferris State CJ Fair
- Ferris State Police Academy
- GRCC- Day Academy
- GRCC- Night Academy
- GVSU Police Academy
- GVSU Winter Career Fair
- GVSU-Federal & Nonprofit Career Fair
- KCC Academy Graduation
- KVCC Academy Open House and Career Fair
- Lansing Opportunity Summer
- LCC Job & Internship Fair
- Macomb Police Academy
- Macomb Police Academy
- MI Law Enforcement Hiring Expo
- Mid-Michigan Academy Graduation
- Mid-Michigan Police Academy 101st
- Mid-Michigan Police Academy 102nd
- Mid-Michigan Woman's Expo
- Mott CC CJ Career Fair
- MSU CJ Career Fair
- MSU Diversity Career Fair
- Oakland CC Police Academy
- Olivet College Employer's Fair
- Peckham Career Fair
- Tournament of Friendship
- U of M - Dearborn Federal & Nonprofit Career Fair
- Wayne County NOBLE Career Fair
- WCC Police Academy

- WCCC Criminal Justice Job Expo
- Welcome Back Lansing-LBC
- Wilson Talent Center
- Wilson Talent Center

Awards and Citations Program

“An ordinary person facing extraordinary circumstances and acting with courage, honor and self-sacrifice”

Officer of the Year

Sergeant Nicholas Hughett

Lifesaving Award

Officer Eric Boswell
 Officer Anthony Dean
 Officer Kevin Endres, LCC
 Officer Douglas Hall
 Officer Jacob Kocan
 Officer Aaron Mann
 Officer Robert McBride
 Officer Vincent Munoz, SPSO
 Officer Robert Olson
 Sergeant Eric Pratl
 Detective Michael Schulte
 Officer Ryan Smith
 Sergeant Jason Spoelma
 Tac Medic Charles Stadt, LFD
 Officer Brent Traskie
 Sergeant Ryan Wilcox

Distinguished Service Award

Officer Eric Boswell
 Officer Michael Schulte
 Officer Douglas Hall
 Officer Sarah Wilson
 Officer Ryan Kellom
 Tac Medic Charles Stadt, LFD
 Sergeant Ryan Wilcox
 Sergeant Jason Spoelma
 Sergeant Eric Pratl

Individual Commendation

Officer Eric Boswell
 Detective Andrew Hogan
 Sergeant Jerry King, MSP
 Lieutenant Ryan Lawrence, MSP
 Officer Sarah Wilson

Certificate of Merit

Deputy Thomas Boyer, LCSO
Trooper Ray Matthews, MSP
Officer Ethan Murlick
Major Darin Southworth, ICSO
Trooper Sergeant Michael Sura, MSP
Officer Andrew Waldrop

Unit Commendation

Captain Cherie Ballor
Officer Janelle Berry
Trooper Benjamin Breslin, MSP
Trooper Joshua Bush, MSP
Officer Mollie Brooks
Detective Brad Carey
Officer John Cosme
Sergeant Chad Davis, MSUPD
Officer Brent Erk
Sergeant John Faccio, MSP
Officer Robert Forbis
Sergeant Cedric Ford
Officer Kara RFreedman
Officer Jimmy Garcia
Agent Nancy Hamilton, MDOC
Trooper Daniel Heatherly, MSP
Detective Andrew Hogan
Sergeant Nicholas Hughett
Trooper Dustin Hurt, MSP
D=Cadet Sagar Kandel
Trooper Taylor Klotz, MSP
Detective Matthew Krumbach
Sergeant Todd Johnson
Detention Officer Patricia Layne
Officer Jeffrey Lenneman
Officer Tanner Lewandowsky
Officer Angela Matthews
Trooper Isaac Mills, MSP
Sergeant Sean Mills
Detective Frank Mobley
Lieutenant Justin Moore
Officer Norman Maimy
Officer Joshua Oldham
Officer Kasha Osborn
Trooper Rachel Ramey, MSP
Trooper Les Rocherfort, MSP
Detective Quincy Scroggins
Sergeant Jason Spoelma
Officer Dave Stolfus, ELPD
Trooper Curt Sweedyk, MSP
Detective Shannon Thielen

Officer Zachary Vanderwerf
Officer Wesley Vaughn
Officer Sarah Wilson
Officer Jayson Young, ELPD
Officer Dylan Zehr

Community Excellence

Officer Joseph Bacigal

S.T.A.R.T. Service Recognition

Officer Trevor Arnold
Sergeant Todd Johnson
Officer Jeffrey Lenneman
Sergeant Kevin Schlagel
Officer Mark Stanley
Officer Wesley Vaughn
Sergeant Ryan Wilcox

Honor Guard Service Recognition

Sergeant George Kelley
Sergeant Sean Mills
Detective Pete Scaccia

Certificate of Merit

Deputy Thomas Boyer, LCSO
Trooper Ray Matthews, MSP
Officer Ethan Mrulick
Major Darin Southworth, ICSO
Trooper Sergeant Michael Sura, MSP
Officer Andrew Waldorp

Civilian Employee of the Year

Laura Dixon

K-9 Service Recognition

Sergeant Beth Frazier
Officer Jimmy Garcia
Officer Brian Randon

Individual Commendation

Kenneth Lucas
Lyne Roberts

Unit Commendation

Robert Merritt
Zig Olds

Certificate of Appreciation

Zach Archibald
Candy Brooks
Lori Hagle
Diane Hunnicutt
Brad Lundquist
Robert Mesko
Charles McLouth
Ron McLouth
Kathy Reddington
Jon VanDommelen
Ronvonya Velasquez

Medal of Valor

Don Everett
Eric Wilson

Civilian Citation

William Crino
James Morrall
Dispatcher Cheryl Parody
Jonathan Roth

Lifesaving

Jamacia Barnes
Tamarrion Wright

Community Excellence

Sheri Jones, WLNS News 6 Anchor

Unit Commendation

Timothy Adam
William Adcock
Michelle Bryant
William Burtch
Heidi Butler
Suzy Carter
Bill Castanier
Dean Crispin
Jim DeLine
Walter Doherty

Craig Gleason
James Kus
Danny Layne
Valerie Marvin
Eric Painter
Trixie Prince
Sam Quon
Michael Ross
Dr. Phil Schertzing
Brigid Schlossberg
Heidi Williams
Thomas Wright

PUBLIC SERVICE

Andrew Kilpatrick, P.E., Director

Department Description

The Public Service Department works hard to maintain the City's infrastructure to support our residents, businesses and visitors. With a dedicated staff of over 225 full-time employees we maintain the roads, sewers, sidewalks, and pathways in the city, treat wastewater from over 42,700 customers, provide recycling and trash services, permit and monitor all right-of-way activity, repair and maintain the City's vehicles, buildings and equipment, and support special events.

We are proud to serve the residents, businesses and workers who live, work, and play in our city and hope that you enjoy reading some of our accomplishments for calendar year 2018. For more information on the Public Service Department please visit our website at www.lansingmi.gov/pubserv.

Engineering Division

The Infrastructure and Environment Group (IEG) is responsible for managing much of the public infrastructure in the city of Lansing. Activities include oversight of the planning, design, maintenance and construction of streets, bridges, and sewers, as well as oversight of polluted site cleanup. Major programs include the Wet Weather Control Program and administration of sewer service agreements that provide service to areas outside the city limits. In addition, this group reviews site plans, zoning and land use permit requests for conformance to engineering standards and city ordinances, and provides engineering support services to other departments in the city. The following describes specific responsibilities and accomplishments during 2018:

Streets

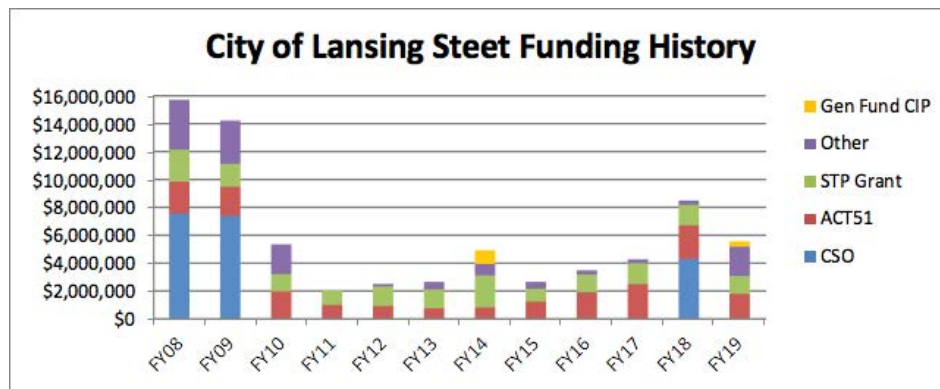
The IEG oversees condition assessment and the associated capital improvement projects for the street system. The Lansing street system consists of approximately 108 miles of major streets and 305 miles of local streets, totaling approximately 926 lane miles of roadway. One rule-of-thumb management tool that is used is to compare the amount of work completed each year to the annual deterioration of the system.

Each year the system gets one year older and therefore loses 926 lane-mile-years of remaining service life. At least 926 lane-mile-years in improvements need to be completed each year just to keep up with annual deterioration. For example, a new four lane street one mile long has a service life of about 25 years and will add 100 lane-mile-years to the system. This same one-mile stretch of roadway will deteriorate by four lane-mile-years every year.

Our street system is managed using our Asset Management Plan, which was adopted by City Council and approved by the Michigan Transportation Asset Management Council. The Asset Management Plan is a tool to assess current street conditions, set target funding levels, identify candidate projects, set priorities, develop a multi-year program, and report results. With this plan, the Public Service Department looks at the condition of our streets as a complete system. Our objective is to use the "right mix of fixes at the right time" approach to street repair, shifting away from an emphasis on the "worst case first" approach to selecting projects. It is critical that in any given year, we assemble a mix of fixes that optimizes the lane-mile-years that will be added to the remaining service life of the street system. For more information regarding our asset management system and to see maps showing the current condition rating of the City's streets, please visit <http://www.lansingmi.gov/1490/Pavement-Surface-Evaluation-Rating-System>.

While insufficient funding levels continue, the Asset Management Plan will help us better understand and communicate the consequences of continued under-funding as well as enable us to apply the funds that are available

in a manner that is most beneficial for the overall condition of the street system. We estimate that the annual street system needs are more than \$37 million. Each year that this funding level is not achieved the overall condition of the street system decreases. The chart below indicates the recent funding history associated with the street program.



Summary of 2019 Street Improvements

In 2019, the Engineering Division oversaw the improvement of 5.47 miles of major streets and 9.32 miles of local streets for a total of 14.79 miles. These improvements added 360.33 lane-mile-years of service life. Since the system loses 926.32 lane-mile-years each year, the network had a net loss of 565.99 lane-mile-years, as illustrated in the following table:

Project/Treatment	Miles	Lane Miles	Life Extension Per Mile (Years)	Total Life Extension (lane-mile-years)
MAJOR STREETS				
Reconstruct	0.376	1.504	15	22.56
Crush and Shape	0.504	1.008	12	12.096
Mill and Fill, 3.5 Inches	2.149	6.544	10	65.44
Mill and Fill, 2 Inches	1.079	1.396	8	11.168
Mastic Crack Seal	1.366	5.265	3	15.795
Sub-Total	5.474	17.479		141.155
LOCAL STREETS				
Reconstruct	4.057	8.114	15	121.71
Crush and Shape	0.93	1.86	12	22.32
Mill and Fill, 3.5 Inches	0.495	0.918	10	9.18
Mill and Fill, 1.5 Inches	1.084	2.168	7	15.176
Chip and Fog Seal	3.628	7.256	7	50.792
Sub-Total	9.317	20.316		219.178
ALL STREETS				
Totals	14.791	37.795		360.33
Remaining Service Life Added				360.33
Annual Service Life Lost				-926.32
Net Loss				-565.99

2019 Major Street Projects

Miller Road Resurfacing

Miller Road from Cedar Street to Aurelius Road, excluding the Pennsylvania Avenue intersection, was resurfaced. The project included milling 3.5 inches of pavement and placing new asphalt. Also included in the project were a few sewer repairs.



Turner Street Resurfacing

Turner Street from Douglas to Randolph was reconstructed, keeping the existing curb as much as possible. Also included in the project were sidewalk ramp upgrades to current ADA standards.



2018-19 Major street Mill and Resurface (Scrap Tire Grant)

Three streets were milled and resurfaced as part of this project. Mt Hope from Pleasant Grove to Newcastle was milled and resurfaced, except in the westbound lane which had been reconstructed in a LBWL Mater Main Project in 2014. Mt Hope from Aurelius to the east City limits was milled and resurfaced. The section from Aurelius to Fidelity was paved with a hot mix asphalt containing ground tire rubber as part of the Scrap Tire Grant the City received from EGLE. Capitol Avenue from Oakland to St Joseph was shallow milled and resurfaced. This was done to provide a drivable surface for Capitol Avenue until portions are reconstructed in upcoming CSO projects. Intersection improvement for 2-way conversion were included in this project as well as improvements to the drive approaches for the North Capitol and South Capitol Parking Ramps.

2019 Local Street Projects

O&M Millage Paving Program

O&M milled/resurfaced or overlaid the following streets (1.24 miles). Streets on this list were primarily from future (out 5+ years) CSO area or skin patched to provide a drivable surface:

- Potter from Donald to Stafford
- Euclid from Pennsylvania to Jones

- Larned from Euclid to Holmes
- Madison from Capitol to Washington
- Kenwood from W End to Lyons
- Kenwood from E End to Lyons
- Thompson from Douglas to Benjamin
- Benjamin from Thompson to Douglas
- Polly from Benjamin to Douglas
- John from Polly to Douglas
- Ottawa from Washington to Capitol (for MDOT)

2018-19 Local Mill and Resurface

The following streets (0.54 miles) were milled and resurfaced using Millage Funds:

Washtenaw from Townsend to Walnut – 2" mill and resurface

Creston from Randolph to Thomas – 3.5" mill and resurface

Johnson from Oakland to Saginaw – 3.5" mill and resurface

Sanford from N East to east end - remove pavement and place 3.5" of HMA

Local Streets Crush and Shape Project

City staff developed and bid construction projects based on available funding. Staff developed plans to crush and shape local streets, repaving with 3.5" of asphalt, after crushing the existing asphalt to use as a base material. The streets were designed in coordination with other utilities to address any potential upgrades (LBWL, Consumers, etc.) The street segments are listed below:

- Donald Street-Syringa to Cox
- Georgetown Boulevard-Belfour to Haag
- Clemens Avenue-Michigan to Saginaw
- Vine Street – Clemens to Fairview
- Sheffield Boulevard-Waverly to Bayview
- Seaway Drive-Heathgate to Dumfries
- Tammany Avenue-Stoneleigh to Geert
- Narraganset Drive-Canarsie to Leawood
- Canarsie Drive-Narraganset to Tammany



Construction began in April and was completed in early August.

Local Streets Chip and Fog Seal Project

City staff has been researching the use of more preventative maintenance pavement treatments. The purpose of the project is to extend the life of streets that are in fair condition, so that deterioration and full reconstruction of these streets can be delayed. Based on several successful projects undertaken by other municipalities and county road commissions, we determined that the most cost-effective treatment is the use of a Chip & Fog Seal. The project provided a chip seal followed by a fog seal for 3.63 miles of local streets throughout the City. The street segments that received this treatment are listed below:

- New York Avenue – Cesar E. Chavez Ave (Grand River Ave) to Lake Lansing Rd
- Fernwood Avenue – Clemens Ave to Howard Ave
- Provincial House Drive – Aurelius Rd to Stoneleigh Dr
- Artisan Drive – Provincial House Dr to Stoneleigh Dr
- Stoneleigh Drive – Artisan Dr to Provincial House Dr
- Glenburne Boulevard – Waverly Rd to dead end

- Chadburne Drive – Glenburne Blvd to Seaway Dr
- Seaway Drive – Chadburne Dr to Burneway Dr

Construction began in mid-September and was completed within 2 weeks.

Local Streets Sewer, Water Main and Road Reconstruction Project

City staff, in coordination with LBWL developed a project to install sanitary sewers and services, water mains and services and a new pavement on the following streets:

- Maplehill Avenue – Hunter Blvd to Pennsylvania Ave
- Hunter Boulevard – Maplehill Ave to Cavanaugh Ave
- Donald Street – Rouse St to Cavanaugh Ave
- Rouse Street – Stabler St to Donald St

Maplehill Avenue has received several complaints about sewer backups in residences over the years. This area was inherited from Lansing Township and never had a sewer installed and there were several laterals that cross property lines. This project corrected this problem and provided proper sanitary service for the houses on this street. In addition, a failing sewer in Hunter Blvd was replaced. Sanitary services on Rouse St were transferred from a shallow, failing sewer to a deeper, larger sewer.

LBWL replaced water main and services on all streets in the project. New pavement with spot curb and gutter and sidewalk repairs were completed on all streets in the project.

Local Street Asset Management Demonstration Areas

Like many communities, the condition of the street network in Lansing has been steadily declining for several years. This decline has been measured and documented with pavement condition data collected over several years using the PAVement Surface Evaluation Rating system. The PASER rating system is summarized below.

PASER = Pavement Surface Evaluation and Rating

10	GOOD - little or no maintenance needed
9	
8	
7	FAIR - preventative maintenance needed
6	
5	
4	POOR - structural improvement needed
3	
2	
1	

The PASER condition data is entered into asset management software (Roadsoft) which allows for collecting, storing and analyzing our street network condition data. The message the data reveals is that the poor condition of Lansing's street network is a result of years of a severely underfunded street program. What has been lacking is a dedicated funding source sufficient to manage the street network using proper asset management principles. With sufficient and sustained funding, the condition of the street network could be improved and maintained at acceptable condition levels. In an effort to demonstrate this, two small areas within the city have been designated as Asset Management Demonstration Projects. In 2018, the City committed to providing adequate funding for these two areas over ten years. The street conditions within these areas were representative of typical residential areas in the city with corresponding local street conditions. A 10-year improvement program was devised for these areas that is intended to raise the overall condition of the streets to acceptable levels.

The two areas include the 8.4 miles of City streets located within Eaton County, west of Waverly Road (Area 1) and 5.8 miles of streets east of Aurelius Road and south of Forest Road (Area 2). The first year of the project yielded the following results:

	Area 1	Area 2
Initial Average PASER (2018)	3.38	2.08
Initial Average PASER (2019)	4.20	3.10

Using models within our Roadsoft software, it is anticipated that the average PASER rating in each of these demonstration areas will improve to a 7 over the 10-year period.

The ultimate goal of this project is to demonstrate that with sufficient dedicated funding levels, using asset management principles, Lansing's entire street network can similarly be improved and properly maintained. Asset management principles from the pilot project will also demonstrate that once targeted condition levels are obtained, it is much less costly to preserve and maintain the street network. Some of the streets included in the 2019 list of local street construction projects are part of the demonstration areas.

Bridges and Skywalks

The IEG inspects and maintains the City's nineteen roadway bridges on the National Bridge Inventory (NBI) and thirteen pedestrian bridges within the city limits. Bridges are generally inspected every two years per the NBI inspection guidelines. Four of the City's bridges, due to condition, are inspected every year. These bridges are Grand Trunk Railroad over Pennsylvania Avenue, East Elm Street over the Red Cedar River, Aurelius Road over the Grand Trunk Railroad, and Aurelius Road over the Pawlowski Creek.

Based on the above inspection needs, the City applies for funding through the State of Michigan.

The following bridges have been approved for work and funding as indicated below.

<u>Bridge</u>	<u>Over</u>	<u>Scope</u>	<u>Year</u>
Shiawassee	Grand River	Preventative Maintenance	FY2022
S Washington	Grand River	Preventative Maintenance	FY2022
N. Grand River	Grand River	Rehabilitation	FY2021
N. MLK	Grand River	Preventative Maintenance	FY2021
Aurelius Road	Grand Trunk RR	Replacement	FY2020

Aurelius Road over GTWRR has been designed and will be bid and constructed in 2020.

Wet Weather Control Program (WWCP)

Lansing's Wet Weather Control Program (WWCP) covers combined sewer overflow (CSO) control, sanitary sewer overflow (SSO) control and the stormwater programs. The primary components of the WWCP include:

- Sewer System Optimization
 - Eliminating capacity bottlenecks
 - Locating and removing sources of inflow and infiltration
- Combined Sewer Overflow Control
- Implementation of the regulatory-required municipal stormwater program (i.e., the Municipal Separate Storm Sewer System Program)

During the 2018 calendar year, the major activities associated with the WWCP generally fall into the following categories:

- Continuing construction and implementation of WWCP Phase I Construction Projects;
- Planning and commencement of Phase II of the WWCP;
- Planning and commencement of the City's Wastewater Asset Management Program; and
- Continuing negotiations with the Michigan Department of Environmental Quality (DEQ) on an approvable schedule for implementation and construction of future WWCP projects, including the remaining CSO Control Projects.

Regarding construction and implementation of WWCP Phase I construction projects, Public Service Department received a State Revolving Fund Loan in April of 2018 as the primary funding source for the fifth and final project associated with Phase I, the CSO Sub-area 034C Project. The commencement of construction on this project in late April of 2018 represented a "re-starting" of the City's CSO control (i.e., sewer separation) work that had been temporarily halted in 2012, due to the mounting debt service accumulated from two decades of sewer separation construction. Work during the 2018 season included sewer separation construction on several streets within the Moores Park Neighborhood and on Mt. Hope Avenue (west of MLK, Jr. Blvd.). In 2019, there will be a second year of sewer separation construction on this project, including work on MLK, Jr. Blvd. and Mt. Hope Avenue (east of MLK, Jr. Blvd.), additional work in the Moores Park Neighborhood, and work in the neighborhood northwest of the MLK, Jr. Blvd. / Mt. Hope Avenue intersection.

As part of the Wastewater Asset Management Program, Public Service Department commenced work in 2019 to establish a large-scale sewer cleaning and condition assessment project that is initially funded through the \$2 million Stormwater Asset Management Wastewater (SAW) Grant awarded to the City in November of 2016. These activities began in earnest with the issuance of two sewer cleaning and televising contracts that focused on the City's "east-side" sewer collection system, including the large diameter Central and Sycamore-Lindbergh Interceptors, which transmit sewage from approximately 60% of the City's service area. These initial sewer condition assessment activities revealed some necessary sewer repairs that were immediately addressed through emergency construction in 2018.

The City and the DEQ reached an agreement in principle with respect to an approvable schedule for implementation and construction of the WWCP projects, including the remaining CSO Control Projects. The primary component is achievement of the 95% level for elimination of raw sewage overflow volumes by the year 2032. The next step in the process is to incorporate the agreement in principle into the two associated enforceable documents, including modification of the City's Administrative Consent Order for Abatement of Sewage Overflows and reissuance of the City's National Pollutant Discharge Elimination System Permit to reflect the agreed upon schedule(s).

In addition to the aforementioned major work items, the Public Service Department continued implementation of the City's Municipal Separate Storm Sewer System (MS4) Program for its municipal stormwater discharges.

The major associated activity in 2018 was finalization and approval of a new City Ordinance (i.e., Chapter 1219) that establishes requirements for Post-Construction Stormwater Controls for new development and redevelopment. In general, the requirements of this new ordinance establish minimum standards for “green” stormwater practices in conjunction with the site plan approval process. In addition, the Public Service Department affected elimination of a residential pollution source to the storm sewer that was discovered through continued implementation of the MS4-Illlicit Discharge Elimination Program (IDEP). The IDEP identifies pollution sources through investigations of the stormwater outfall pipes located on the local streams, including tracing of any sources “upstream” in the system.

Another program area within the overall WWCP is the Basement Backup Protection Program (B2P2), which subsidizes the cost of on-site, residential plumbing improvements that are designed to prevent back-ups from the public sewer system that can occur during extreme rain events. Now in its sixth year of existence, the B2P2 continues to be utilized annually to assist residents in sections of the service area that periodically experience surcharges (i.e., back-ups) due to extreme rainfall.

Sanitary Sewer Collection System

The IEG has continued annual work toward replacement of sections of sanitary sewer where the aging infrastructure is failing. Failing sections are typically identified by our Operations and Maintenance Division (O&M) in the course of their maintenance activities and are prioritized for repair in conjunction with input from IEG. IEG facilitates replacement of the sanitary sewer by designing the repair and preparing bid documents for construction of the replacement/repair.

In cases where less significant repairs are needed, trenchless repair vendors have been utilized by IEG to cost-effectively make the repairs, while performing the work with little disruption to motorists.

Like the aging road infrastructure, asset management approaches, including greater efforts toward condition assessment, will be necessary in the future to adequately assure sewer rehabilitation can be prioritized and funded (see the previous Wet Weather Control Program section).

Environmental Cleanup and Groundwater Remediation

Work efforts on two contaminated sites within the city, the Paulson Street Landfill and the Aurelius Road Landfill, continued in 2018. For the Paulson Street Landfill, the City contracted with an environmental engineering firm to perform additional characterization of the extent of the groundwater contamination and develop long-term remediation strategies. It is anticipated that this contract work will be completed before the end of calendar year 2019.

The main effort at Aurelius Road Landfill, in recent years, has been to facilitate the development efforts related to the on-site Hope Sports Complex in partnership with the Lansing Chill SBC Soccer Club. The developer for the sports complex has proposed and implemented many facility improvements at the site, and IEG is charged with assuring that the integrity of the landfill’s environmental control measures, such as the engineered clay cap, are not impacted by these activities. In 2018, there were no development activities at the site, so the only activity was the DEQ-required, annual groundwater monitoring event, which was conducted in November. The resulting report will be submitted to DEQ in early 2019.

Development Projects

Staff provided significant site planning support on several development projects, including:

- the McLaren Hospital development;

- MetroPlace Apartments (the former YMCA site);
- the Lansing School District / Lansing Promise Redevelopment Projects (at Fairview Elementary, Eastern/Pattengill High School, Post Oak Elementary, and Eastern Athletic Fields)
- Northpointe at College Fields (the final phase of this development in the Meridian Twp. 425 Area).
- Red Cedar Development

Parks and Recreation Projects

IEG provided design and construction engineering for several Parks and Recreation projects as described below:

IEG provided engineering oversight for the Parks Department for the LBWL construction in Cooley Park.

IEG provided engineering oversight on the Parks Department infrastructure associated with the ICDC Montgomery Drain project



B. Transportation and Non-Motorized Group – Mitchell Whisler, Interim Transportation Engineer - Transportation

The Transportation and Non-Motorized Group of the Engineering Division is responsible for traffic operations in the city, including installation and maintenance of traffic signs, signals, pavement markings, and sidewalks. The group administers grants, provides design of traffic control for construction, designs and provides traffic control for special events, administers neighborhood study and traffic calming programs, as well as overseeing GIS and CAD functions. The group's staff is currently administering a number of motorized and non-motorized grants.

Non-Motorized Facilities

In 2019, .79 miles of bike lanes were added through roadway reconfiguration (restriping) or widening as follows:

- Washington Avenue and Cesar E. Chavez Avenue reconstructed Washington Avenue between Maple Street and Cesar E Chavez Avenue and Cesar E. Chavez Avenue between the bridge over the Grand River and Capitol Avenue. Work involved watermain replacement, sanitary and storm sewer repairs and traffic signal removal. Washington Avenue was reduced in width and restriped to include bike lanes (.25 miles).
- Mt Hope Avenue: - extended from MLK Boulevard to Bradley Street (.54 miles).

In addition, Ingham County Parks & Trails Millage funding allowed for the rehabilitation of one-half mile of the River Trail east of Potter Park Zoo, repair of the north stair at the Lansing Center and replacement of the spiral stair on the south side of Michigan Avenue at the Grand River.



Sidewalks

There are over six hundred miles of sidewalks in the city. The Transportation and Non-Motorized Group continues to work on the major street sidewalk gap closure program and on sidewalk repairs and upgrades. There are approximately sixty miles of gaps on major streets in the City. Eliminating these gaps would cost approximately \$16 million.

The sidewalk repair program for 2019 focused on eliminating reported trip hazards throughout the city. 295 trip hazards were removed in 2019 by cutting, a significant decrease when compared to the 945 trip hazards reported in 2018. The cost for this work was \$11,505, a savings of over \$136,000 compared to sidewalk replacement. An additional 79 locations were addressed by the installation of asphalt wedges. To maintain a fifty-year replacement cycle for sidewalks, twelve miles of sidewalk would need to be replaced annually at a cost of over \$3 million.

160 sidewalk ramps were reconstructed to meet ADA Standards.

The City did not focus on the elimination of sidewalk gaps in 2019. Instead, the City developed a miscellaneous concrete repair project that would repair sidewalks heaved due to street tree damage. This project was bid with sidewalk ramp repair locations. The contractor was unable to start the sidewalk repair and is scheduled to be completed by June 2020.

Traffic Signals

There are currently 202 traffic signals in the city. Maintenance is provided by the Lansing Board of Water & Light under the direction of the City. Engineering activities include timing plan preparation and adjustment, modernization design and coordination, and communication systems design and implementation.

To keep the traffic signal infrastructure up to date, six to seven intersections need to be modernized annually. This year, two traffic signals were removed, one traffic signal was placed in flash for removal next spring, one signal was modernized for two-way traffic and two intersections received pedestrian signal upgrades. Forty-seven traffic signals/flashers have been reviewed for modernization needs to accommodate two-way conversion.

Engineering Studies & Plans

- Eleven traffic study reports were completed and taken to the Public Service Board. Close to 315 traffic counts were completed at 105 locations. Traffic data and sidewalk condition information continue to be integrated into the Cityworks asset management software, to be used as a tool for developing priorities for repairs of streets and sidewalks.
- Staff completed three surveying projects, which eliminated the need to hire a consultant to do this work.
- Three Rivertrail soil stabilization projects have been bid and construction is expected spring 2020.
- Two non-motorized pathways are designed and ready for construction bids.
- Seven Rivertrail bridges are currently in design for 2020-2022 construction
- The city of Lansing received 3.3 million dollars for conversion of the one-way downtown streets to two-way. The striping plans are complete. Curb and signal modifications are ongoing.

Special Events

Fifty special events were held in the public right-of-way this year. Staff is responsible for designing the traffic control for all events, coordinating with other city departments and external agencies such as the State of Michigan and CATA, overseeing street closings and re-openings, and sending out traffic control/road closure press releases. Major events in 2019 included Common Ground, Silver Bells, Race for a Cure, Making Strides against Breast Cancer, the Hawk Island Triathlon, and the Capital City River Run.

Traffic Signs and Pavement Markings

As part of its traffic engineering work, the Transportation and Non-Motorized Group is responsible for the installation and maintenance of traffic and parking signs as well as pavement markings on non-MDOT roadways in the city. During 2019, 752 work orders were written for traffic sign installation, repair or replacement, including street name, warning, stop and other regulatory signs. This is 50 percent fewer work orders than were completed in 2018. The reduction is due to less staff and use of improved sign material requiring less maintenance.



Due to the effects of snow plowing activities and winter weather, over 200 miles of long line pavement markings are repainted annually. In addition, miscellaneous markings (crosswalks, stop bars, railroad crossings, turn arrows, etc.) need to be replaced every three to five years. In 2018, markings at over one-hundred intersections (close to one third of the total in the city) were replaced.

Business, Permits and Technology Division

Christopher Mumby, Interim Deputy Director and Business, Permits, and Technology Manager

The Business, Permits, and Technology Division (BP&T) is responsible for department-wide budget coordination and technology oversight and planning. The division administers permitting for occupying the City right of way, special transportation, soil erosion and sediment control enforcement, sidewalk snow and ice ordinance enforcement, and storm water and sanitary sewer work. The division includes accounts payable and receivable functions, as well as departmental administrative support and budget coordination. Our staff members have been cross-trained to provide a high level of service and respond to a wide range of challenges.

The accomplishments of calendar year 2019 by the Business, Permits, and Technology Division include the following activities:

- Ongoing enforcement of the City's Soil Erosion and Sedimentation Control program (issued forty-eight permits this year, totaling sixty active permits protecting our waterways and other natural resources, the division has successfully closed twelve permits in accordance to Michigan Department of Environment, Great Lakes and Energy).
- Investigated 340 citizen initiated sidewalk concerns.
- Enforcement of the City's Snow Removal Ordinance (responded to complaints, issued snow violation notices, and removed snow/ice from over two hundred properties).
- Issued 628 permits as of December 2, 2019, for right-of-way (ROW) construction activities, including activities ranging from new residential development, infrastructure upgrades, telecommunications upgrades, and other miscellaneous activities in the ROW.
- Issued 113 special transportation permits as of December 2, 2019.
- Permitted 310 sewer-related activities as of December 2, 2019.
- Processed 65 claims
- Licensed 63 drain layers and 6 sewer cleaners.

Operations and Maintenance Division

Nathan Arnold, Environmental Superintendent; Solid Waste / Forestry / Grounds / Cemeteries

Jeremiah Kilgore, Infrastructure Superintendent; Streets / Surface / Sewer / Signs

The Operations and Maintenance division (O&M) is comprised of six primary sub-divisions:

- Street/Business Route and Sidewalk Maintenance
- Surface/Signing/Right-of-Way Maintenance
- Sanitary Sewer/Storm Water Management/Inspection
- Forestry/Grounds/Cemetery
- Capital Area Recycling and Trash (CART)
- Administrative Services

The O&M Division of the Public Service Department provides the City of Lansing and our customers with essential services 365 days a year, 24 hours a day, covering everything from emergency services to municipal, infrastructure and environmental services. We are also called upon to rescue cats, dogs and ducks that find themselves in harm's way within our infrastructure.

Our mission will always be to provide high quality services that are quantifiable, cost effective, and responsive to the needs of our residents. Our goal is to maintain and improve the physical and natural environment and infrastructure, protect the environment, and make the city a great place to live, work, play and stay.

The work schedule and routine demands that are placed on O&M services can be altered at any time by natural weather events, criminal activity, equipment issues, power outages, etc. Our charge is to always be prepared so that we can respond to such events with the utmost urgency. We are grateful to those employees who are willing to accept the responsibility to be "on call" and work overtime when needed. During large scale events when multiple staff members are called in to work emergency operations, 16-hour shifts are not uncommon. O&M maintains an on-call supervisor and an on-call sewer responder year-round. Often the call for emergency and/or customer service is found to be a private property issue, or potentially a contractor issue. It is not uncommon, however, for our field responders to go above and beyond what is needed to resolve issues, evaluate conditions and offer information and contact information for the customer so that they can attain a proper repair or response to the issue at hand. For many issues, we are the first responders for the City.

Forestry (Planting & Construction) Grounds, Contract Mowing & Cemeteries Section

The mission of the Forestry Section is to maintain and sustain City-owned trees, as well as responding to tree related emergencies and citizen requests for services. Forestry retained its designation as a Tree City USA, through the National Arbor Day Foundation, for the 35th annual year by continuing to fulfill the application requirements (See figure

The Forestry Section is comprised of 10 full time arborists. There was one retirement in 2019 and that position was successfully filled. The Arborist 400 and 500 positions were reclassified to 500 and 600 level positions respectively. This was done in order to further recognize the dangerous, arduous and highly skilled work that is performed by the work group and as such help narrow the gap in salary disparity between the private and public sectors.



Work Achievements

Forestry continues to track work in the Cityworks asset management program. Forestry responded to over 925 Service Requests. The most frequent requests were for storm damage calls including broken branches, limbs down and trees falling over. This accounted for 37% of Service Requests. Pruning, trimming and clearance work was next at 31%, tree removal (dead, dying, diseased, split etc.) 20%, planting, root issues and other miscellaneous requests made up the remaining 12% of Service Requests.

Forestry completed 1665 Work Orders with the most frequent, according to Cityworks, being tree removals. Brush pickup, pruning, clearance trim and planting rounded out the top five (5) Work Order categories.

Forestry Section completed Work Orders by work type		
Work Type	Total Work Orders	Percentage
Tree Removal	539	32.37
Brush Pickup	276	16.58
Pruning	261	15.68
Clearance Trim	223	13.39
Planting	124	7.45
Broken Branch	123	7.39
Copper Sulfate Delivery	53	3.18
Inspection	33	1.98
Preventative Maintenance	12	.72
Pest Control	11	.66
Stump/Root Removal	10	.60
Total	1665	100

Tree Removal

Hazard tree mitigation continues to be the main focus of the Section with tree removal comprising the largest effort directed towards the endeavor. A total of 440 street, 204 park and 106 storm-damaged trees were removed during the year for a grand total of 750 tree removals. This was nearly identical to the previous year. There were over 40 park, cemetery, golf course and trail locations in which over 200 hazardous and storm damaged trees were removed during the year. There was a noticeable uptick in tree failures along the River Trail this past growing season. Twenty (20) Work Orders were created to address nearly three dozen fallen trees along the trail system. As miles of trail have been added to the system labor and equipment have not kept pace with the increase of linear area to protect.



Tree Maintenance

The Section trimmed 1600 trees this past season. In previous years, the focus was primarily on clearance pruning and not complete tree pruning. The difference between clearance pruning and complete pruning is that the first involves trimming a tree for a specific clearance purpose such as traffic sign, low limbs over walks, limbs encroaching on structures and the like. The latter involves complete pruning of the tree from top to bottom taking out objectionable limbs, developing good structure and getting clearances from objects. Of the 1600 trees trimmed 1260 were completely pruned and 340 were pruned for clearance purposes. Working within the framework of a more routine removal schedule allowed us to spend more time performing complete pruning of trees. This in turn helps create stronger, healthier and more storm resilient trees in the future.

State of Michigan Christmas Tree

Forestry partners with the State of Michigan each year in helping to make the holiday season festive by “trimming” the official Capitol Christmas tree. The State identifies and locates the tree to be used from various locations each year. They then remove the tree, transport it to the Capitol and set it in place. Forestry repairs the broken limbs, fills in bare areas, balances out the crown and straightens the trunk of the tree in preparation for its lighting at Silver Bells. Pictured below is the 2019 tree prior to Forestry putting the finishing touches on it.



Challenges - Pest Issues

Gypsy Moth returned with a vengeance in the spring of 2018. Locations such as Potter Park, Oak Park, Bancroft Park and Moores Park were heavily defoliated. A concerning number of egg masses were deposited after the defoliation last season setting up conditions for a third consecutive year of defoliation in 2019. In order to prevent this bids for control spraying treatment were solicited. The successful bidder, Al's Aerial Spraying of Ovid, Michigan, treated the above areas by airplane. Timing was somewhat delayed by the cool, damp weather this past spring however, the treatment combined with the weather conditions provided adequate control. This resulted in much less defoliation than the two previous growing seasons and should hold the gypsy moth population in check for the next few years



Trim Cycle

There are approximately 42,000 street trees in the City and in order to meet industry standards 6000 trees should be trimmed annually. This would amount to every tree being trimmed once every seven (7) years. While we trimmed over 1600 trees this past year, we should be trimming nearly three (3) times that many in a year. Unfortunately, resources do not allow us to meet this level of maintenance. The lack of resources also prohibits us from returning to our Ground Prune Operation. This operation cycled through the city addressing low limbs and clearance needs.

Fleet

Forestry was able to replace an aerial tower and a brush chipper this past year however, the majority of the remainder of the fleet continues to lag far behind any replacement cycle.

2. Grounds, Contract Mow Inspection & Cemeteries

The Parks Department has two outdoor pools, at Hunter Park and Moores Park, with free admission during the months of late May through early September. Operations and Maintenance workers along with an outside contractor run the pool. Operation and Maintenance workers are responsible for the daily operations. Repairs are always needed in both pools before and during use. Grounds staff and Building Maintenance Managers and city plumbing staff ensure the pools are sanitary and safe for the residents. Moores Pool is the second oldest outdoor pool in the United States of its type.

There are two Certified Pool Operators within the supervisory ranks and two of the five full-time staff for the grounds sections have acquired proficiency with pool sanitation and oxidation to ensure that our water is safe for the hundreds of swimmers and bathers that flock to the City's two outdoor pools.

Grounds staff have two of the five full-time staff members proficient in providing the field layout for baseball, softball, flag football and soccer. Grounds staff regularly repair ruts in parks due to event use and wet weather conditions. Abuse of grounds takes many crew hours to repair, topsoil, level and seed for safe use of turf fields for sports and general public use. Soccer programs are increasing throughout the city. Ben Davis soccer draws hundreds of spectators to games. The entire park has patrons enjoying the games as well as the two playgrounds (one of which is handicap accessible and basketball courts and restrooms on site).

Expertise in the maintenance and upkeep of the seventy-nine play equipment sites throughout the park system is monitored by two Certified Playground Safety Inspectors. Play Equipment has evolved over the years, and staff are trained to identify hazards and initiate safety inspections.



Two full-time staff are assisted by five seasonal maintenance workers. In 2019 over 1400 field layouts for sporting events were required from this staff. The personnel were also required to perform trash removal from the playgrounds, basketball courts, and tennis courts, 14 Doggie Pot waste stations with bags are provided throughout the parks system. Illegal dumping is a regular occurrence and two or more staff have to address those situations.

Homeless Camps and homeless tent removals are another large user of staff time. Lansing Police and sometimes help from Forestry and other sections are required. Used needles are a concern. All staff have been trained to handle/work with Blood Borne Pathogen and Haz-Mat concerns.

Grounds staff are responsible for the cleaning and stocking of all restrooms in the parks and sports complexes. One or two seasonal maintenance workers are dedicated to this task. This season the public had better access to the restrooms during the hours of 7 a.m. to 9 p.m. by opening and locking the restrooms with a timer. Moores, Grand River, and Washington Parks were opened and locked in this manner during the spring and summer. Parks staff incurred more time needed to clean these facilities due to length of daytime activity in those parks. Grounds maintenance staff remove snow and ice from over 200 segments of city owned sidewalks, bridge decks and community center entrances and parking lots.

Mowing

O&M oversees all cemetery, park and right-of-way area and FEMA lot mowing. Virtually all mowing in 2019 was done by contract crews. Herbicide application to playgrounds is done by contract crew supervisor and Grounds and Forestry certified pesticide applicators. Parks were mowed 27 to 30 times each, and road right of ways were mowed bi-weekly or bi-monthly. Dead ends were maintained; areas change each year in a rotation through the city. Mow skips during dry weather continued this year and helped with the mowing budget, such that no extra mows were needed. Mowing is funded through the General Fund, State Trunkline and Act 51 funds.

Cemeteries

Cemetery staff currently consists of two full-time staff and one seasonal employee. Mt. Hope Cemetery, Evergreen, and North Cemeteries encompass a combined 193 acres. There were 237 burials, four disinterments, 132 marker cuts, 8 monument cuts and 10 Columbarium nameplate plaque mounts. 80 marker in rows K, L & P were accurately realigned in Evergreen Cemetery.

Three concrete benches were installed to enhance the single granite structure Evergreen Columbarium. Metal edging and one inch limestone were added per specs from the Parks & Recreation Landscape Architect. Future plans are for the Columbarium to extend around the Oval. Five large trees grace the area providing a lovely backdrop and shade.

We introduced new technology and equipment this year to improve our work efficiency. We purchased a walk behind compactor to assist with compacting the ground after a burial. This will reduce the time it takes to restore the ground. Old practices of waiting for the ground to settle and using water will be a thing of the past. A survey transit level was acquired to better manage the placement of headstones and to ensure they are placed in the correct location. If one headstone is off as much as an inch, it will affect the entire row and cause issues with future placements as the sections fill in with burials.

Evergreen Cemetery worked with the contractor paving E. Mt Hope Avenue for access during many burials. Little Arlington in Evergreen Cemetery hosts an annual Memorial Day Ceremony. This event has grown and evolved over the years. The volunteer committee works closely with Lansing Parks and Recreation, and Cemetery staff to make this event a success.

In April 2019 FOLHC (The Friends of Lansing's Historic Cemeteries) initiated a fundraising drive through their Facebook page, help of several articles written by the Lansing State Journal and outreach by the Friends Board. Prior to the dedication of the 60 new markers on August 25, 2019 the goal of \$10,000 was surpassed. FOLHC worked with Lansing Parks & Recreation Director, Cemetery staff whom laid out and dug 60 locations, and Greater Lansing Monument was contracted by FOLHC to provide engraved markers. Plans are to rejuvenate the Landscape in 2020 in cooperation with City of Lansing Cemetery staff.

Streets and Sidewalk Maintenance Section

The mission of the Streets and Sidewalk maintenance section is to maintain and improve the streets and sidewalks in the city of Lansing to ensure the safe use of the infrastructure by motorists and pedestrians. The section performs a variety of tasks including asphalt paving, machine skin patching, potholing, spray patching, crack sealing, concrete street repairs, ADA truncated dome mat replacement, curb repairs, sidewalk wedging, sidewalk installation, pedestrian bridge repairs, bridge maintenance, utility cut repairs, street snow removal and other essential tasks. The section is comprised of the street maintenance crew and the concrete crew.

With limited funding for road repairs, our challenges are compounded by the deteriorating condition of our roads, staff vacancies, and an aging work force. Because of these challenges, the Street Section has been significantly impacted in its ability to perform maintenance practices that could otherwise extend the useful life of Lansing's street system and provide safer sidewalks. Such maintenance practices include pothole repairs, crack sealing, asphalt spray patching, and thin asphalt overlays that can be used to preserve and extend the life of our roads. Hazardous sidewalk can be made safer by means of temporary asphalt wedges at trip points, grinding of trip points, and replacement of walk sections. One bright spot is the local street millage funds that have enabled us to continue local street paving projects. Despite these challenges, the Streets Section continues to maintain Lansing's roads, and be responsive to the public needs.

1. Street Maintenance

Street Paving

O&M street crews assisted the Engineering Division in completing millage paving of local streets scheduled for 2019. Local streets selected for millage paving had 1 ½" layer of hot mix asphalt installed over the existing road surface. With the poor condition of the streets selected for paving, many of the selected streets required extensive base repairs prior to the new asphalt. Millage paving of local streets consisted of O&M street crews paving portions of W Madison St, Thompson St, Polly Ave, John St, Benjamin Drive, Euclid Pl, Larned St, W Potter, Kenwood Ave. and W Lenawee. O&M street crews also paved a portion of W Ottawa, an MDOT trunk line street.

THOMPSON STREET – DOUGLAS AVE TO BENJAMIN DR
THOMPSON STREET – MILLAGE PAVING
W LENAWE – S CAPITOL TO S WASHINGTON AVE

Poly Mastic Application

Poly Mastic application is an effective pavement maintenance treatment new to the City of Lansing. Poly Mastic is a hot applied mastic sealant that has an aggregate in it that makes it load bearing and skid resistant. It can be used to repair large open pavement joints too wide for crack sealing, and distressed surface areas too small for paving. O&M street crews applied poly mastic on S Washington Ave from Holmes Rd to the REO Town area, and S Pennsylvania Ave from I-496 to Michigan Ave.

MASTIC ONE APPLICATION ON S WASHINGTON AVE

Crack Sealing

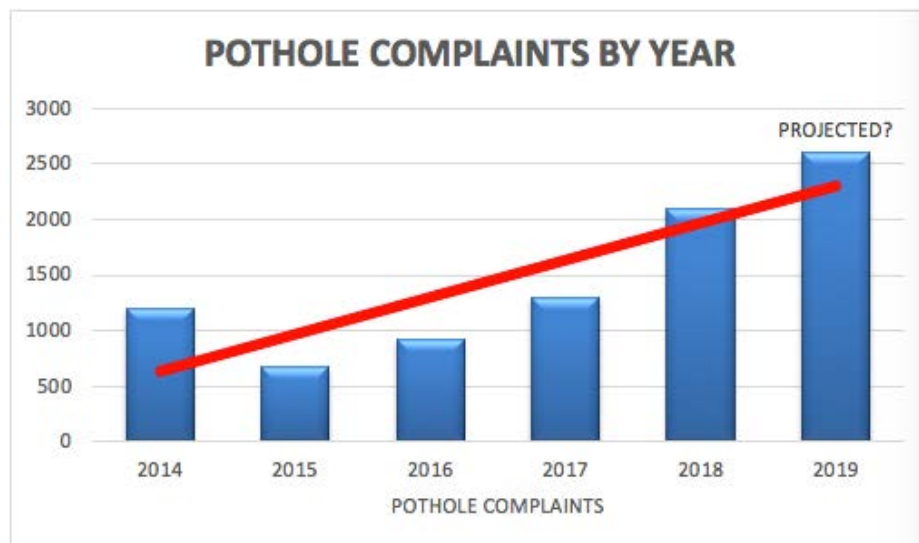
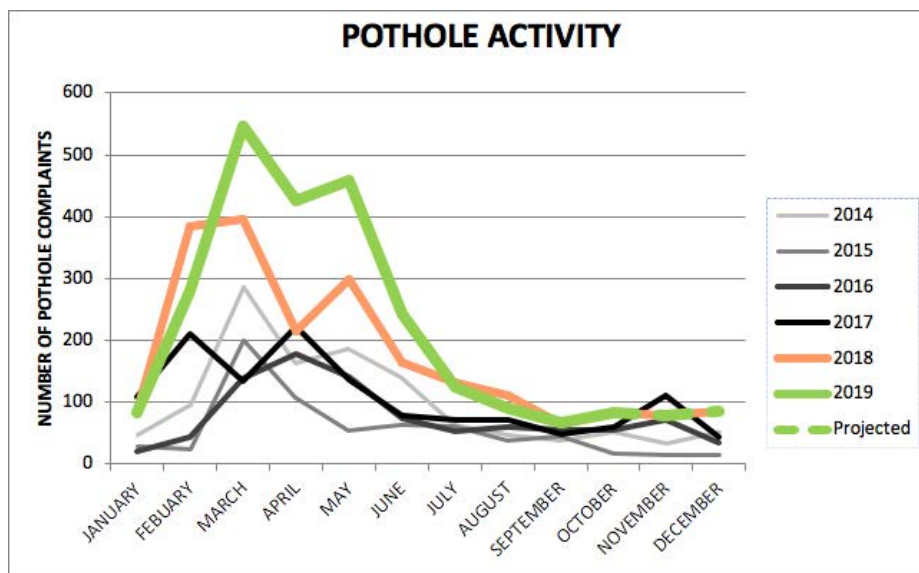
Crack sealing is the first step in preventative maintenance of an asphalt pavement preservation program. Unfortunately, during the 2019 season street crews were not able to accomplish any crack sealing.

Pothole Repairs

With the deteriorating condition of our city streets, pothole repairs are taking up an ever-increasing percentage of our street crew's time. A typical pothole forms during freeze-thaw cycles in spring when water penetrates through small cracks in the pavement, freezes and widens the crack further. As more water enters the cracks

it saturates the roadbed under the pavement, weakening it until it can no longer support vehicle traffic. The cracked pavement then breaks into chunks coming loose, creating an ever-expanding pothole. It is typical to see a significant increase in pothole complaints in the spring. As the condition of our streets deteriorates, water enters the roadbed underneath in rain events too. The line chart below the shows number of pothole complaints received throughout the 2019 season. The line chart shows two spikes in pothole complaints during spring, resulting from an early warm up in February and March, followed by a cold period, with the “typical spring warm-up” occurring in April and May. Pothole complaints for the 2019 season are well above the previous seasons. February and March of 2019, we received over 400 pothole complaints for each of those two months. Over the last two years, we are beginning to see a trend occurring in the fall where pothole complaints spike again in November and December due to heavy fall rains. Crews responded to approximately 2,542 pothole complaints in 2019, an increase of 24 percent over 2018. We strive to fill potholes within 24 hours of notification, and calls received during business hours are often responded to within hours. We were able to meet our goal frequently, with the exception of the winter months due to seasonal material limitations and snow events, as well as during the early spring thaws when frost leaving the ground creates more potholes than we can address in a timely manner. Lansing Connect is a popular way for Lansing residents to report potholes. Sixty percent of pothole complaints are now coming through the Lansing Connect app.

VALENCIA BLVD – Pothole crews are often tasked with potholing streets in this condition.



2. Concrete Repair

O&M concrete crew replaced sidewalk damaged by City trees in just a few locations. Forestry staff helped evaluate the City tree damaging a nearby sidewalk to determine if tree roots could be ground or if tree removal was necessary. Where roots could be ground, forestry crews did the work. The damaged sidewalk was removed, trees roots ground and the new sidewalk installed around the tree. The street section placed asphalt wedges and used a concrete grinder to mitigate trip hazards on sidewalks to save the cost of removing and replacing the sidewalk where possible. Repair of sidewalk trip hazards remains reactive, with limited staff and funding unable to meet the demand. The Engineering Division did utilize a contractor to clear a backlog of sidewalk complaints.

RIVERTRAIL NORTH OF SAGINAW – RECONFIGURED FOR PEDESTRIAN AND BICYCLE SAFETY, BETTER EROSION CONTROL.

4111 CLAYBORN RD – SIDEWALK REPLACEMENT FROM CITY TREE DAMAGE.

C. Sanitary Sewer/Storm Water Maintenance and Inspection Section

The objective of the sanitary sewer/storm water section is to maintain, clean, repair, and inspect our sanitary and storm sewer systems and flood control devices. The section is comprised of a cleaning/inspection crew and an infrastructure repair crew. Responding to citizen concerns and performing preventative maintenance are our top priorities. Cleaning and inspecting is essential to keeping the system operational and in good working condition. Identifying and performing infrastructure repairs decreases the chances of surface and basement flooding.

Our focus is to protect and improve the environment while preserving the public health, welfare and safety of the residents of Lansing. Sewer maintenance is a year-round activity. Spring brings the chance of flooding and sewer backups. Maintenance work such as catch basin cleaning, storm sewer cleaning and by-pass pumping help mitigate property damage from these sources. Summer and fall months see an increase in construction to include structural repair of sewer mains, catch basins and manholes.

Seems like some of the challenges we had last year are repeating this year. One of our challenges was having a very limited backhoe (we use it as a breaker). So we rented a John Deere 75g excavator and trailer for the summer, the previous two years we had a wheeled excavator which was nice to get around the city in but was useless off road. With the John Deere we were capable of going off road which this year we needed on several projects. We lost our backhoe operator last December and to date we do not have a permanent one in place. The Surface Department loaned us their operator which was nice, but there were a couple times they needed him back which hurt us. Injuries hit us again this year on our repair crew. We have added five maintenance workers this year. With the new team members we have completed a lot of training especially on our jet trucks. The new employees are very green, we have been trying to train them. At this time none of the new employees are at backhoe or tile layer skill level. Ralph Pierce was hired in October as the repair supervisor so Ralph and his new team members will have time to grow together and hopefully a couple of the new employees will have the skill level to move up the ranks. We did lose our cleaning supervisor to solid waste in November.

1. Inspection and Televising

We experienced another drop in sewer complaints, this year (614). This is the fourth straight year in which sewer complaints has dropped which is a sign we are cleaning our sewers better. We make it an effort to respond to a call within an hour or less sometimes as fast as ten minutes. Our inspectors responded to the same amount of miss dig stakeouts this year.

Our televising crew took video of 44 street projects for the engineering department this year. Our televising crew spent a lot of time videoing sewers with cave-ins or a dips in the road to help the repair crew know what and where the sewer issues were. We ended up televising 116,874 sewers this year. Our televising crew works hand in hand with a jet truck to clean grease, dirt along with removing roots out of the city's sewers.

2. Sewer Cleaning

We have two new jet\vac operators along with a new maintenance worker on the cleaning crew. Along with the two new operators we trained four other people on our jet\vac operations. This July we made a huge investment in cleaning heads for our three jet trucks and we can tell the difference. This year the number of manholes we vac'd was 222. This manhole vac'd number is up this year (a lot more debris was brought to manholes from new cleaning heads). We ended cleaning 352,046' of storm and sanitary sewer mains this year. We don't have anybody assigned to our dipper trucks (we put dippers out when jet trucks are down or have a limited repair crew) but even with that we cleaned 1299 catch basins this year. Along with our cleaning efforts the city engineering department had a company (Taplin) cleaning our larger diameter sewer mains.

3. Sewer Repair

The construction crew was able to repair 160' of sanitary main plus 270' of storm main. The repair crew also repaired 99 manholes and 129 catch basins. This was all done by us having a limited upper skill level crew at times. We spent the whole year without a permanent backhoe operator and we had to rely on the Surface Department loaning us an operator for most of the year. Our tile layer situation wasn't any better, one of our tile layers was off twice this year for injuries and the other tile layer was off most of the summer during our busiest time of the year. Our seasonal situation wasn't any better, it's been four years since we had two seasonals for the year. With all that being said our crews exceeded our repair footage from last year. The repair crew was able to clear trees, brush and put millings for an access road (a mile long) at Grand River Park by the railroad tracks for Taplin the company the City hired for heavy cleaning. We also had several other large projects this year one was on Bench Street, a rebuild of a manhole on Cedar Street and a repair of the force main on Lansing Road. We took care of a couple of flooding issues we had over the years, one was at Waverly Road (we ended up putting in a new catch basin) and the other was at Evergreen Cemetery where we put in 100' of storm pipe. We finally got a new repair supervisor on 10-07 after over a year of that position being vacant on the downside we lost our cleaning supervisor so we are back to where we were.

4. Emergency Response

The sewer maintenance and inspection section are first responders for many types of emergencies, to include flooding, sewer backups and storm damage cleanup. We had two bypass pumping events this year from flooding. During the course of bypass pumping we shifted our pumps to a couple different locations which helped the areas in Lansing that has had a history of flooding to alleviate water going into basements.

Surface Maintenance Section

The mission of the surface maintenance section of the Public Service Department is to maintain and improve the "on the surface" infrastructure within the City of Lansing's right-of-way. The Surface section performs a wide variety of tasks: grading and potholing gravel streets, placing dust control on gravel streets, clearing debris and removing brush from alleyways, installing and repairing guard rail systems, producing, managing and installing all types of street signs and banners, street sweeping, street leaf removal, fence repairs within the City right of way, and responding to a variety of citizen complaints, including graffiti abatement, dead animal retrieval, sidewalk cleaning, debris and accident clean-up. We are also responsible for placing permanent and temporary traffic control devices to support special events, construction projects, emergency situations and more. We also provide internal refuse pick up and recycling service to many City facilities.

General Operations:

The section is also responsible for operating and maintaining the buildings and facilities at the Operations and Maintenance complex at 601 East South Street. The section is comprised of two crews: the day crew that

primarily manages traffic signs, emergency and planned traffic control, gravel streets, internal trash and recycle pickup, special event support, graffiti abatement, street leaf pick-up, and assisting with sidewalk snow violation abatement. The night crew sweeps streets, performs street leaf removal and assists the street division with patching potholes that are in areas of high daytime traffic, as they placed over 30 tons of "hot mix" and 25 tons of "cold patch" patching material this past year. This year our night crews also erected traffic control for emergencies and in advance of an early event.

Snow and Ice Removal:

We are also the inter-divisional section responsible for coordinating the winter snow and ice removal from city streets. Our staff dispersed over 7000 tons of salt and sand/salt mix last season. This season we hope to reduce our salt usage by implementing a pre-wetting system. We currently have 3 units installed and will be monitoring and evaluating the benefits of the new system. Additionally we place and maintain over thirty-five salt/sand pails at school crossings and other potentially hazardous points throughout the city.

Street Sweeping and Street Leaf Removal:

This year was not quite as productive as past years due to mechanical problems and exposure issues to the operators. Trunk line funding was reduced this year and was only swept 2 times and as needed. We are currently working on the second time through on residential. In a typical year we remove over 9000 cubic yards of debris and leaves. This service is funded through Act 51 funds.

Gravel Road Maintenance:

Maintaining the sixty-two gravel streets is always a challenge. We were able to machine grade with city staff three times this year, about 15.5 miles, with a few streets several more times due to design. Applying dust control was performed by a contractor this season. With the persistent rain we used a single application of dust control this year to assist with keeping the gravel streets in better condition. This service is funded through Act 51.

Sign Shop:

The Sign Shop staff continued to meet its responsibilities of installing new and repairing damaged or aging signs and posts of all kinds throughout the city. We currently use surface crewmembers as needed to support the many special events and traffic control situations that continually increase each year. They are always ready to lend a helping hand with whatever is needed to ensure the pedestrian and motoring public is safe and informed. This service is funded primarily with Act 51 funding.

Alley Maintenance:

This year about 1/3 of the local alleys were cleared. Reduced staff has made it difficult to maintain all the alleys in a single year. Alleys are funded through the General Fund.

Right of Way Hazard Abatement:

We were able to respond to well over 424 miscellaneous complaints throughout the year, most of them dealing with hazards and debris in the street, alleys or River Trail. The division coordinate the repair or abatement of many of the complaints.

Guard Rail Repair:

Surface division also maintained and repaired numerous sections of damaged guardrail and attenuators improving driver safety and the appearance of the City. Crews spent hours repairing some very critical sections. One

such section is pictured here. The surface section is also responsible for the repair and maintenance of many crash attenuators throughout the City, three of which were rebuilt and upgraded this year. This service is funded primarily through Act 51.

Internal Trash and Recycling Support:

Miscellaneous trash pick-up continued weekly, which involves two people and a small packer truck, picking up trash and recyclables from several different locations throughout the city, such as City Hall, City-owned parking ramps, several parks and trash and recycle receptacles at various locations. This service is funded through the General Fund.

Routine and Emergency Barricading and Traffic Control:

We rapidly respond to all types of situations where there is a need for emergency traffic control and support to close roads, bridges, the River Trail, sidewalks, or after an accident or fire for Lansing Police Department and Lansing Fire Department. Someone is on call for emergency events 24/7. Additionally we assist other departments with barricading for work areas. This service is funded through Act 51 funds.

Special Event Support:

We provide barricades, personnel, and create several special signs for the special events during the year, such as Silver Bells in the City, Hawk Island Triathlon, Capital City River Run, numerous 5k runs and parades, as well as other special events. This service demands approximately 1/4 of our staff hours.

Graffiti Abatement:

Multiple graffiti complaints were abated this year, with many completed in the three-business day target. Abating graffiti is subject to the weather sometimes extending the response timelines. Vulgar, inappropriate, or gang related graffiti is handled with the highest priority and is most times removed within hours of being reported. This service is funded through Lansing Police Department funds.

Special Projects:

The surface maintenance section is regularly called upon for the unusual and out of the ordinary repair and maintenance projects. This year was no exception. We responded to many requests for repair and assistance.

Facility Operations:

Coordinating maintenance of the Operations and Maintenance facilities and buildings was also handled by surface maintenance section in 2019. From ordering road salt and sand and gravel, to coordinating with Building Services on repairing the facility, to working with contracted cleaning crews, all aspects of maintaining the complex were covered in a timely and efficient manner.

Regardless of the challenges we faced in 2019, we prioritized our efforts and provided quality support to the City of Lansing, other City departments and our citizen customers.

Capital Area Recycling and Trash Section

The mission of Capital Area Recycling and Trash (CART) is to provide an efficient recycling, yard waste, refuse and bulk item collection system. These programs encourage environmentally responsible behavior learned through consistent outreach efforts, which contribute to a cleaner and healthier environment and enhance the quality of life for those who live and work in the City of Lansing.

Refuse Collection

- The City's blue trash cart service provides weekly refuse collection to appx 30% of single-family households in Lansing.
- The long running city trash bag program will end by the end of 2019. Bag sales have been decreasing over the years as many people have switched to cart service. Carts are also more efficient and a safer way to collect trash. Bag sales ended in retail stores in July, 2019. Bags are being sold in community centers and in the Treasurer's office until they are no longer available. Residents can set them out at the curb until the end of December, 2019. Discounts were made available to residents who switched from bags to cart service through September, 2019.
- A new service will be rolled out by the end of the year to accommodate small households and those that generate a very small amount of trash. Every other week service using a 32 gallon cart will be offered for half the quarterly rate.
- A discounted rate for trash cart service is now available for households with qualifying income.
- Over 20,000 cubic yards of refuse was collected from Lansing residents by CART in 2019.

Bulk Collection

- There were appx 1500 bulky items picked up, this includes the collection of furniture, appliances and other large items.
- The cost for additional bulk items at the same stop/same day decreased. The first item is \$33.00, additional items are \$16.50/ea. This is a more reasonable rate for residents and helps to reduce illegal dumping.

Yard Waste

- Seasonal collection of yard waste is provided from April through November, along with two weeks of Christmas tree collection in January. Leaves, brush and other organic materials are processed into compost and mulch, furthering waste diversion goals.
- Appx. 20,000 cubic yards of yard waste was collected from Lansing in 2019. The material is processed locally at Granger and Hammond Farms.

Recycling

- Over 7000 tons of recycling was collected and processed in 2019. This includes material brought to the Lansing recycling transfer station by the City of East Lansing and two private haulers.
- All materials are mixed together, compacted and then hauled to a Material Recovery Facility (MRF) in Detroit, owned by Republic Services.
- We are awaiting the construction of a new privately owned and operated recycling facility in Lansing. Emterra Environmental will utilize an existing industrial site and convert it into a Material Recovery Facility (MRF). Both Lansing and East Lansing will commit recycling tonnage to this new facility. A local single stream MRF will allow materials to be processed in the region, saving hauling costs as well as the cost to operate the transfer station. It is the intention for the MRF to serve the region. Through intergovernmental agreements, other surrounding municipalities can take advantage of the contract/agreement Lansing has with Emterra. The processing costs decrease when tonnage increases, therefore it's in everyone's best interest to bring in additional regional partners.
- Lansing's commercial recycling program offers businesses a convenient and affordable recycling service. Participants receive a 96-gallon cart and weekly recycling pick up for \$52 per quarter, with a second cart available at a discounted rate. The program is a popular choice for small to medium sized businesses. The service is provided to nearly 150 businesses.

Education and Outreach

CART uses a variety of approaches to increase recycling awareness and promote programs and services. Some of the methods are listed below.

- CART's primary publication, the Greensheet newsletter is inserted into "Lansing Living", the City magazine. This is directly mailed to Lansing residents three times each year. The newsletter includes a recycling guide, a collection schedule, information about special events and activities and other recycling related news.
- CART uses social media and the website to highlight holiday delays, recycling issues and provide targeted messaging about matters such as reducing contamination.
- Use of the Recycle Coach app provides residents who sign up with a convenient way to get collection day reminders and other information.
- CART has a long time partnership with the Lansing School District to provide curbside recycling collection. Nearly 40 schools participate. These programs encourage recycling by actively engaging students and teachers in the process.

Wastewater Division

Sid Scrimger; Plant Superintendent

The Wastewater Division is responsible for the operation and maintenance of the combined sewer overflow facilities (regulators), storm and sanitary sewer pumping stations, and the wastewater treatment plant. The City's wastewater treatment plant (WWTP) services the city and multiple townships outside its corporate limits. The plant is the fifth largest in the state of Michigan and is licensed to treat an average of 35 million gallons of sewage per day.

We are also responsible for the administration of the city's National Pollutant Discharge Elimination System (NPDES) Municipal Wastewater Permit for the WWTP's discharges. A major part of this permit requires an industrial pretreatment program that monitors local business and industry discharges to the sanitary sewer system.

To help educate the community about wastewater treatment and our positive impact on the environment, we typically give several facility tours throughout the year.

Wastewater Treatment

In 2019, the WWTP accepted a total of 5.15 billion gallons of raw sewage and successfully processed it into clean water discharged into the Grand River. The highest daily flow occurred on June 20th, when the plant received 58.00 million gallons of raw sewage. The plant did not release any partially treated waste to the Grand River in 2019.

The treatment process generated over 7,837 dry tons of residual solids, which were disposed of using popular green solutions. About 4,872 dry tons were converted to biosolids by lime stabilization, and then applied to farm land as a soil conditioner and fertilizer for agricultural crops. The remaining 2,965 dry tons were added to landfills which will produce methane that will generate electricity which is sold back to the Lansing Board of Water & Light.

We began the year with 14 of 42 positions vacant. We currently have 9 vacant positions. Our greatest improvements have been made in the maintenance team. New team members have been working hard to become acquainted with the diverse and specialized equipment in our system and correct the most pressing needs. An important improvement was hiring an Assistant Superintendent, a position that has been vacant for several years. This key gain in administrative staff is paying great dividends in better communications and training for our team.

CPR Training for Staff

Early this year the City received a new draft NPDES permit. After much study, and discussions with the State of Michigan, a revised draft was sent to the EPA for approval. We are expecting a final permit in the very near future. The new permit will add monitoring for a number of new chemicals. Our NPDES permit is a very comprehensive document and affects virtually every area of plant operations.

Our maintenance team has undertaken a significant project on the grit removal systems for the south plant at the WWTP. The grit removal system protects downstream equipment by collecting and eliminating sand, grit and gravel that would be very harmful to our processes. Part of this system was found to be so worn that it could not effectively remove the grit. These parts have been fabricated locally and will be reinstalled.

New Grit Removal Equipment Being Installed

Another major area of improvement in 2019 has been pump control. Older pump control systems work by turning pumps on and off. Newer systems make use of Variable Frequency Drives (VFD's) to adjust the speed of a pump according to the need. The installation of VFD's is an investment that pays off over time with energy savings and better operation.

VFD Installation in Raw Sewage and Plant Effluent Water Pumping Stations

Wastewater Laboratory

The function of the Wastewater Treatment Plant Laboratory is to determine the effectiveness and efficiency of the plant treatment processes and to verify the quality of the water discharged to the Grand River. Our laboratory passed all parameters for chemistry, microbiology and metals analysis for the annual quality assurance study required by the EPA. This study challenges our staff to analyze samples of unknown contaminants.

C. Plant Maintenance and Pumping Stations (Field Operations)

Field Operations staff monitors, maintains and operates 28 sanitary sewer pumping stations, one air injection station, and four storm water pumping stations which serve both the city and surrounding townships.

This year staff worked with electric contractors to replace badly rusted control cabinets at our East Jolly Road and Lancen Village pump stations. A project was also undertaken to replace failing plumbing at the Riversedge pump station. Pumps have been replaced at the Harton and Tecumseh pump stations and new valves are in at the West Jolly pump station.

Pipe Replacement at Riversedge Pump Station

D. Industrial Pretreatment Program

The Industrial Pretreatment Program (IPP) inspects, permits, and monitors 13 categorical and/or significant industries. Continual involvement is necessary to maintain a solid working relationship with these industries. This is accomplished through site visits and follow-ups, regular oversight through sampling, permitting, and inspections. Many commercial sites are also visited throughout the year.

Staff also responds to environmental issues that arise within the city. We routinely work with the Michigan Department of Environmental Quality to address reports of pollutants being illegally discharged or accidental spills that need to be properly contained. This year we were contacted by the Michigan DEQ regarding the emerging issue of PFAS. This is a group of chemicals that has recently become a cause for concern in the environment. To date, we have cooperated with the DEQ in sampling potential sources of PFAS coming into the WWTP. We have

also tested the plant flow and our biosolids are currently being tested. No PFAS were detected in our discharge to the Grand River. Monitoring for this chemical is an effort that will continue for some time.

Property Management Division

Marty Riel; Property Manager

The Property Management Division is responsible for managing the City of Lansing's properties. The City of Lansing owns over 258 parcels that include approximately 173 buildings. The division is directly responsible for twenty-eight buildings on twenty-three properties. All the funding for this division's operations is from the general fund.

Property Management is staffed with fourteen full time employees and is divided into two work groups: the City Hall crew staffs the building seven days a week, and is responsible for maintaining City Hall and the Police Building. The City Hall crew consists of four facility maintenance workers and one Building Services Manager. This crew is responsible for all of City Hall and the Police Building, and they assist the Hazel Street Group as needed. The Hazel Street crew consists of a Building Maintenance Manager, an electrical supervisor, a plumbing supervisor, an electrical facility controls worker, three facilities maintenance workers and one custodial worker. This crew is responsible for all city-owned buildings, including assisting the City Hall crew as needed.

A 1956 electrical panel at the City Hall Complex showing a "Legacy System".

The Property Management Division also collaborates with the Operations and Maintenance Division to help maintain our athletic fields. This includes the athletic fields at Ranney Park, St. Joseph Park, Quentin Park, Aurelius Park, Cooley Law School Stadium, Frances Park, Washington Park, Elm Park, Sycamore Park, Westside Park, Gier Park, Ben Davis Park and Kircher Ballfield. The Division takes care of the irrigation, lighting and other facility maintenance.

Property Management also partners with the Operations and Maintenance division to maintain Moores Park Pool and Hunter Park Pool during the season. The pool maintenance is performed by a partnership of Grounds, Leisure Services and the Hazel Street crew. Moore's Park pool remains a challenge due to its age and construction. The water quality is a yearly concern which is dealt with promptly. The recommendation is to reevaluate the future operation of the pool due to the ever-increasing cost of maintenance and repair.

Many of the driveways and sidewalks maintained by the Property Management Division are in need of repair due to heavy use, poor soil drainage and tree roots, however, needs consistently outweigh the available funding. Property management staff is available twenty-four hours a day for emergencies and is the first response for many types of facility emergencies. These include flooding, sewer backups, power outages, no heat/cooling, vandalism repair and storm damage cleanup. The division also provides support to many special events, including facility planning and utility services for over forty special events a year. This includes providing power, lights, water, sewer, and other work necessary to make the special events happen. The Property Management Division is continuously looking to partner with other departments, divisions and outside agencies to reduce costs, leverage funding or share resources. The division reaffirmed its long-standing partnership with the Lansing Board of Water and Light to share resources for special events in the Lansing area. We hope this program will be expanded in the future.

The division evaluates the City's energy usage and makes recommendations to reduce energy consumption, use alternative fueled equipment, influence designs in green roofs and green buildings, purchase energy-star rated equipment, and various other earth-friendly actions.

The administrative staff's mission is to provide quality customer service to the customers it serves. This includes clerical support, dispatching, human resource support, financial reporting and inventory control. The administrative staff continues to provide a high level of service to its customers. We continually look for ways to do our assignments better and faster, while also increasing our quality of work. Most notable is the ID card system

(AMAG) which requires continual maintenance and adjustment to maintain an acceptable security standard. We also manage the building alarm systems, security services, janitorial services and many environmental issues related to properties.

All plumbing items associated with buildings and grounds are maintained by Property Management. This includes all items in our buildings and grounds associated with sanitary sewers, storm sewers, water supply lines, fire suppression lines, and process piping systems like swimming pools.

The division maintains all heating, ventilating, and air conditioning items associated with buildings. This includes forced air units, steam boilers, hydronic systems, water heaters, steam converters, radiant flooring systems, variable air volume (VAV) box systems, chillers, ejector pumps, cooling towers, make-up air units, exhaust fans, and HVAC controllers.

In addition, we maintain all electrical items associated with building and grounds, including transformers, distribution boxes, electrical panels, light fixtures, uninterruptable power supply (UPS) units, motors, motor controls, parking lot lighting, fire alarm systems, building alarm systems, and generators.

The Property Management Division maintains the infrastructure and is responsible for managing these activities, which includes the planning, designing, maintaining and constructing of buildings and grounds. In addition, we are responsible for the electric, heating, cooling, ventilating, water supply, sanitary lines, storm sewers, parking lots, sidewalks, as well as hazardous materials on the properties. Our infrastructure includes things like the building integrity of windows, doors, roofing, carpeting, tile, concrete, walls, walkways, fences, paint, wallpaper, ceilings, and fireproofing. These items need repair or replacement when at the end of the life cycle, but since funding has decreased these are added to the list of deferred maintenance items.

Alpha Training Tower – Wall collapse due to deferred maintenance

The city owns buildings that vary in age, from the Turner Dodge house built in 1858 to the newly renovated Fleet Services Garage building completed in 2013. The age of each building creates a unique situation for our staff to determine needed repairs to minimize down time yet make it cost efficient.

The division is responsible to ensure the city adheres to all federal, state and local laws that are applicable to our building and properties. This includes: EPA – Clean Water, EPA – Clean Air, Americans with Disabilities Act, Occupational Safety and Health Administration, International Building Code, International Plumbing Code, International Mechanical Code, ASME Boiler Code, National Electrical Code, National Fire Protection Code, Michigan Building Code, Michigan Plumbing Code, Michigan Electrical Code, Michigan Barrier Free Code, City of Lansing Property Codes and ordinances, and Lansing and Dewitt Township codes and ordinances.

In 2018, the Division completed 2,585 work orders for the year, which is down from last year. The division contracted additional staff to help complete the backlog of maintenance items as well as addressing the daily bits and pieces. We provided services to sixty-six special events as small as public announcements at City Hall to our largest, which is the Common Ground Music Festival. The division continues to manage several energy management projects for LED light installations, the additional work with Johnson Controls, and Metasys building control system for seven buildings.

The division works with all City departments and other outside agencies to reduce our surplus materials and reduce our obsolete inventory on an annual basis.

Fleet Services Division

Carl Denison; Fleet Manager

Fleet Services is responsible for vehicle and equipment preventive maintenance and repair, as well as purchase and disposal. The fleet is divided into two categories: approximately 532 “rolling stock” units (units capable of

moving themselves down the road), and 547 pieces of other equipment “non-rolling” as of October 30, 2019.

The Fleet Services team has thirty full-time positions including a fleet manager, an administrative specialist, two supervisors, a service writer, a radio technician, twenty-two mechanics, and two parts-room workers. This past fall our 500 mechanics were reclassified as 600 fleet mechanics. In addition, we hired two full-time 400 vehicle maintenance workers and are working towards filling the six vacant 600 fleet mechanic positions. We have completed or in the processing of working on over 3210 work orders consisting of 5848 jobs as of between January 1 – November 30, 2019. As of October 30, 2019, about 40% of the City's Vehicles and Equipment are past due for replacement (255 units of non-rolling stock and 181 out of 532 unit of rolling stock). Please keep in mind that many of rolling stock units cost between \$60,000 - \$1,000,000 each depending on the type of unit. These types include, but are not limited to, plow/salt trucks, fire trucks, packers/recyclers, budget truck, etc. As any unit reaches the end of its life cycle, it can cause various challenges such as: the repairs can take longer, parts can be harder to obtain, and the cost can double in some cases. In response to continue a level of service that has come to be expected by the departments we serve, Fleet Services continued to outsource repairs items over the year, including major fire apparatus repairs, upfitting of vehicles, fire pump testing, and transmission repairs and replacements.

As we continue to grow with the ever-changing advancement in technologies with vehicles and equipment, we continue to train our technicians to better serve the departments and community we serve. We recently added automatic vehicle locations (AVL) to some of our Public Service Department vehicles/equipment. AVL is a tool that will help us manage our fleet better in real time, increase safety and proficiency to the services we provide to both the departments and the community. Our mechanic incentive program also plays an important role in achieving our goals here at Fleet Service.

The mechanic incentive program encourages fleet employees to become certified by the State of Michigan, the National Institute for Automotive Service Excellence (ASE), or the Emergency Vehicle Technician (EVT) Certification Program, continues to grow. Currently, we have ten mechanics participating in this program. Of these, three are EVT certified, which is the highest certificate available under this program. This program has and will continue to encourage our mechanics to be trained and stay current with the new technologies of vehicle and equipment repairs. Our goal is for each mechanic to achieve and maintain all three certifications. The certificates build upon one another and must be renewed. Individuals that achieve a certificate receive an incentive once a year for the highest certification that was achieved.

As a fleet repair facility, we train our mechanics to work on a wide variety of vehicles and equipment. This cross-training results in a more versatile and a more efficient work force. This is extremely important to all we serve with the wide variety of the City's fleet.

Fleet Services once again this past summer operated on five ten-hour days, with employees working four ten-hour days with a split shift on Mondays and Fridays. This allowed us to work overtime, if necessary, on Mondays and Fridays vs. Saturdays or a couple hours each afternoon.

The age and condition of our fleet can present a challenge within our departments in completing work safely and without delay. Fleet Services continues to strive on the many challenges we face every day of making our equipment safe and efficient to the departments and the community we serve.

The City purchased the following vehicles and equipment in 2019:

- 2 - Labrie 31 Cubic Yard Packer Trucks (O&M) - \$648,000.00
- 6 - Ford Explorer police cruisers (LPD) - \$258,000.00
- 1 - Ambulance (LFD) - \$210,000.00
- 4 - Fire Marshall Trucks (LFD) - \$140,000.00
- 1 - DB car (LPD) - \$22,000.00

- 1 - Supervisor pickups upfitted with lighting and traffic controller (O&M)- \$32,000.00
- 2 - John Deere utility tractors (O&M) – 10,000.00
- 1 – Used Carlson Asphalt Paver (O&M) - \$93,000.00
- 1 – Snow Plow truck with side wing (O&M) - \$242,000.00
- 1 – Pac Mac 6 yard packer (O&M) - \$90,000.00
- 1 - Roll off Container truck (WW) - \$160,000.00

TREASURY & INCOME TAX

Judy Kehler; Chief Revenue Officer - City Treasurer & Income Tax Administrator

Department Description

Treasury & Income Tax department are responsible for the administration of the city's property tax and income tax programs.

The Treasury division bills and collects the Real, Personal property, and delinquent Personal property taxes. Treasury is also responsible for the overall collection of the Lansing City department revenues and remittances through the process of cash receipting and departmental daily deposits. Treasury is also accountable for the safekeeping and investment of City funds, monies, and non-pension related securities.

The Income Tax division collects Income Tax for Lansing residents and non-residents that work in Lansing. Additionally, this division works with multiple Lansing-based and regional employers to complete accurate employee withholding.

Treasury

This division issued over 88,332 Property tax bills in July and December. In addition to collecting these taxes for the City, Treasury collected and distributed real and personal property taxes for Ingham, Eaton, and Clinton counties, seven area School Districts, Lansing Community College, Capital Area District Library, Capital Area Transit Authority, the Airport Authority, and the 425 agreement partners, along with several other partner agreements. Treasury collects and distributes payments for Payment in Lieu of Taxes (PILOT) holders, SmartZone, Principal Shopping District, PA 328 Property Tax Abatements, the Tax Increment Finance Authority (TIFA), Brownfield developers, and the Economic Development Corporation. This division also completes Brownfield Authority, TIFA, Obsolete Property Rehabilitation Act (OPRA) reports for compliance with the State of Michigan.

Treasury also collected nuisance fees, code enforcement violations, false alarm fees, diversion program fees, and Industrial Facility Taxes (IFT).

Participated in community meetings to present and discuss Treasury & Income Tax services and processes.

Established and implemented employee professional development program to increase employee productivity, job knowledge, confidence and capabilities.

Development of training manuals.

Income Tax

The Income Tax division reviewed and audited over 83,000 individual income tax returns; 3,624 Corporate, Partnership, S Corp, Fiduciary returns, and issued approximately 40,000 refunds when applicable. This year, the Income Tax team successfully issued refunds several weeks ahead of the statutory refund deadline of June 15, 2019.

The employee withholding subgroup worked with approximately 6,100 employers to withhold wage taxes from approximately 188,000 (28% non-residents, 72% resident) employees. The withholding analyst implemented a new cross-referencing protocol to help identify employers and employees that are not filing withholding or income tax returns with the City of Lansing.

The Income Tax team performed a GAP analysis, which helped identify the system flaw that caused billing delays

by one year. A new program pathway change cut the billing cycle time down by several months.

The Income Tax division reduced the number of court action filings for delinquent taxes by focusing on additional taxpayer education, more effective collection techniques, and outreach efforts. Payment plans increased to 2,602, while 410 small claims cases proceeded to court. These actions resulted in a significant reduction of warrants previously issued for failure to file income taxes. The income tax enforcement process has improved considerably in part due to Treasury's effective working relationship with the City Attorney's office and District Court.

The collections unit within Income Tax collects delinquent employee withholding, corporate taxes, and individual income taxes. This unit also works with the Income Tax Administrator to ensure that all license applicants and elected official candidate's taxes are paid in full prior to receiving positions or licenses.

Established and implemented employee professional development program to increase employee productivity, job knowledge, confidence and capabilities. Examples - Collections Law training, Bankruptcy, etc.

Development and documentation of processes and procedures.



Explore Michigan's capital city

From riverfront adventures, fine dining, local galleries, stadium fun and more—experience the business and cultural hubs that make downtown Lansing an entertaining destination!

2020 EDITION

DOWNTOWN LANSING INC.

517.487.3322

downtownlansing.org



State of DOWNTOWN

18 Blocks

73 First-floor storefronts

800 Residential units

44 Restaurants

13 Retail stores

16% Storefront vacancy rate

1.3% Property value increase

Downtown Lansing Main Street is making a real difference.

Downtown Lansing Inc. is a community connector, and solution creator—balancing the needs of our residents, the practicality of the workers, and adventures of the tourist—all in our state capitol! Together with our partners, we are proud to foster economic growth while developing a strong sense of place in a city that offers a carefully crafted mix of small town charm and big city economics: establishing downtown as a “first choice” destination for business owners, patrons and visitors who have all chosen the experience that **IS** Lansing!

Downtown's Goals

- Create a physical environment that supports a diverse and welcoming sense of place.
- Support targeted business and residential development efforts aligned with DLI's overall vision for the district.
- Build collaborative relationships that support and contribute to the alignment and achievement of shared goals.



**DOWNTOWN
LANSING INC.**

Certified Redevelopment Ready Community®

Master Level Main Street

TRANSFORMING LANSING'S DOWNTOWN



Creating a warm and welcoming atmosphere is part of the Main Street difference that makes downtown Lansing residents and businesses proud to call downtown Lansing home!



Expect the unexpected in downtown Lansing's cultural and museum district attractions that inspire higher learning and cultural enrichment.



Downtown Lansing supports retail establishments that combine sophisticated style with a one-of-a-kind experience and premium customer service!

REINVESTMENT STATS 2018-2019

PRIVATE INVESTMENT

\$2,582,000

Program to date: \$87,692,689



5

Façade Improvements

Program to date: 41



5

New Businesses

Program to date: 70

Community Profile

Downtown Lansing | 2019



Population

117,341



Households

51,854



Median HH Income

\$43,906



Median Age

32 years



Housing Units

54,373



95% Housing is occupied

53% Owner-occupied

45% Renter-occupied

Main Street is Helping Businesses Thrive

- Sign incentive
- Small Business Counseling partnership
- Rental Assistance program (new)
- Façade assistance
- Match on Main funding
- Pop-ups
- Marketing
- Business huddle

"Downtown Lansing Inc. is giving the business owners hope. For the first time in years, I feel we have a team that cares about the merchants and our concerns. We hope to have a long relationship with the team at DLI."

—Tammy Melser, Owner, The Peanut Shop

Downtown Drive Time Markets

	5 Minutes	10 Minutes	20 Minutes
Population	203,477	329,517	452,759
Households	84,461	138,651	187,698
Median HH Income	\$60,378	\$75,711	\$78,636

In-demand Businesses

Shopping & Retail

Michigan-themed store
General/variety store
Bookstore
Specialty gifts/goods
Clothing store

Food & Drink

Breakfast/brunch
Brewery/brew pub
Italian
Healthy menu eatery

Connecting Residents with Businesses

Creating a sense of place while building community is a real treat in downtown Lansing! By offering outdoor spaces for the community to come together, Downtown Lansing Inc. is able to create opportunities and programming that connect residents with the businesses that serve them.



2019 Pulse of Downtown



- 60%** Visit downtown Lansing most often for dining
- 31%** Described recent trends in downtown Lansing as improving or making progress.
- 26%** Said the frequency of their visits to downtown Lansing increased during the past year.

Social Connection



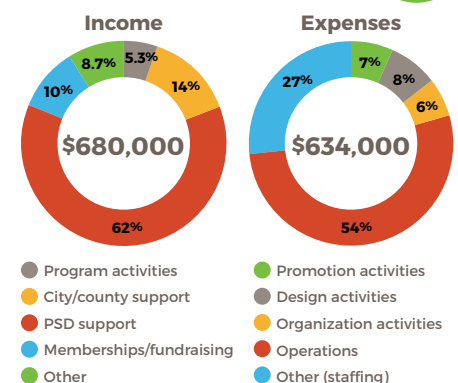
- 7,000+** Facebook Followers
@downtownlansing
- 8,260+** Instagram Followers
@downtownlansing.org
- 14,500+** Twitter Followers
@downtownlansing

Volunteer Connection



- 2,228** Volunteer hours in 2018–2019
- 15,127** Volunteer hours (Program to date)
- \$55,366** Volunteer value in 2018–2019
- \$375,906** Volunteer value (Program to date)

In the Numbers



VOLUNTEER SPOTLIGHT

"Volunteering in our Main Street program has allowed me to become a much bigger part in shaping the look and feel of our downtown in ways I didn't think possible. I truly feel that I've had a positive impact and helped design the experience of those who work, visit, and live in our downtown. Being the capital city also makes the experience that much more important to me!"

— Bob Rose, Design Volunteer, City of Lansing resident



DOWNTOWN ALIVE

Downtown Lansing Main
Street Events 2018-19

140,703

Est. event attendance

- Silver Bells in the City
- Farmers Market
- Forks and Corks
- Taste of Downtown
- Be a Tourist in Your Own Town
- Trick or Treat on the Square



Kids having fun at "Trick-or-Treat on the Capitol Square"



Toasting to a taste of downtown Lansing



Volunteers awarded for shaping the future of their community



Festive storefronts attract residents and visitors downtown

Michigan Main Street

The Leader in Grassroots Economic Development

Michigan Main Street provides technical assistance to local communities as they implement the Main Street Four-Point Approach®, a community-driven, comprehensive strategy encouraging economic development through historic preservation in ways appropriate for the modern marketplace. The program aims to create communities distinguished by economically vital and vibrant commercial districts and downtowns, thereby making the state economically stronger and culturally diverse.

Real Impact.

The numbers prove it!



\$19,426,752

2018-19 Total Private Investment

\$306,022,126

Program to date



\$10,352,395

2018-19 Total Public Investment

\$99,427,926

Program to date



109

2018-19 New Businesses

1,408

Program to date



100

2018-19 Façade Improvements

1,388

Program to date



49,092

2018-19 Volunteer Hours

739,831

Program to date

Downtown Lansing's Board of Directors

Chair: JV Anderton

Vice Chair: Christine Zarkovich

Treasurer: Jim Tishler

Secretary: Summer Schriner

Member: Cara Nader

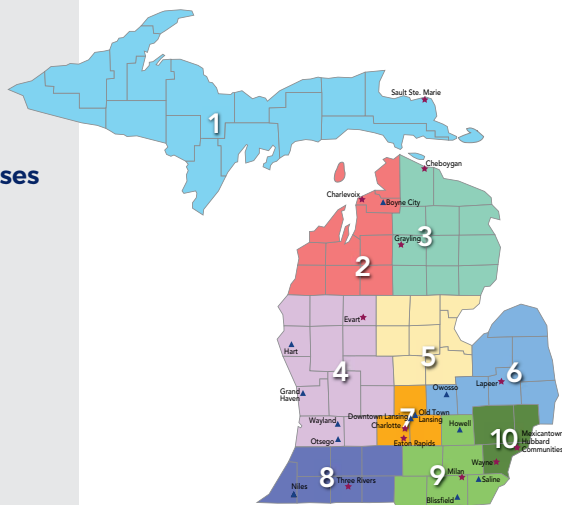
Member: TJ Bucholz

Past President: Karl Dorshimer

"The Main Street network provides a comprehensive approach to community building as well as creating a strong sense of place in downtown Lansing in a way that no other local, state or national program does. The on-going community engagement and relationship-building focus that DLI and Main Street offers to our businesses, residents, and other partners is an integral part of creating a successful future for our downtown and city."

—Cathleen Edgerly, Executive Director

Our Communities



★ Select Level

▲ Master Level



www.miplace.org

4721-191211



LOOKING FORWARD TO NEXT YEAR

New Projects and Programming

- Pop-Up Space Activation
- Community Development Efforts
- Business Recruitment & Incentive Packets
- Rental Assistance programming for New Businesses
- Re-imagined Downtown Events
- Increased Business & Resident Engagement



LANSING ECONOMIC DEVELOPMENT CORPORATION

Karl Dorshimer, Vice President of Economic Development

Lansing Economic Development Corporation 2019

2019 was another landmark year for the Lansing Economic Development Corporation (LEDC). The LEDC continues to do good and meaningful work throughout the City of Lansing.

The LEDC continued to focus on economic development projects and programs in the City. During the 2019 calendar year, the LEDC, working with Mayor Andy Schor's office and the Lansing City Council gained approvals for 15 development projects. These 15 projects represent \$311 million in private investment that will create 421 jobs and retain 25 jobs in Lansing.

These new projects range in size from large to small and will continue to make Lansing a great place that offers the benefits of a big city with the affordability and convenience of a small town. In today's world the cities that can offer good jobs and a great place to live will thrive and provide a high quality of life for their citizens.

In addition to development projects the LEDC managed the City's Façade Improvement Program which provides matching dollars to assist Lansing business owners in making improvements to the exterior of their commercial properties. This program touched over 15 different businesses in highly visible and critical areas of the City in 2019.

The LEDC also had a very successful year managing and creating Corridor Improvement Authorities (CIAs) in Lansing. Development and Finance Plans were written and approved by both the Saginaw Street and Michigan Avenue Corridor Improvement Authorities. Additionally, CIAs were created for both the South MLK Blvd and North Grand River paving the way for the funding of public improvements along their respective commercial corridors.

The LEDC continues to work closely with the Mayor's office and the Lansing Brownfield Redevelopment Authority (LBRA) to use economic incentives and financing tools to find mutually beneficial solutions to encouraging economic development. A great example of this is the Brownfield Plan Policy adopted by the LBRA last year. This new policy sets limits on Developer requests for incentives and ensures development projects have positive impacts on the City and its citizens by sharing new tax revenues, promoting private investment in public infrastructure, and encouraging: sustainability, building density, historic preservation, shorter incentive durations, job creation, landscaping and quality building materials.

Major LEDC Projects Approved in 2019

The Red Cedar Redevelopment Project

The project located at 203 S. Clippert St, will bring new life to Michigan Avenue by building a strong connection between Lansing, East Lansing and MSU. Almost 10 years in the making, the \$250 million development will include student housing, market-rate apartments, two hotels, an assisted living facility, as well as restaurants, retail space, public park space, and a connection to the Lansing River Trail. The transformational project when completed is expected to create 300 new jobs in the city. Since the official groundbreaking in October, earth moving, and site prep activities have been well underway. Included in the project will be a twenty-acre park with trails and water features open to the public. The project will also retain and naturally clean millions of gallons of rainwater runoff which currently runs directly into the Red Cedar and then the Grand River whenever there is a heavy down-pour. The result will be a cleaner river for the public to walk along, wade, fish, canoe and kayak in.

Former Lake Trust Block

Located at 500 S. Washington, the project is in the first phase of the redevelopment of an entire and mostly vacant downtown block. The \$29 million project will renovate the former Lake Trust building into 23,461 square feet of office space and 44 apartments. It also includes the construction of a new building at the corner of S. Capitol Ave. and Hillsdale St. with 3,500 square feet of office space and 116 apartments. This is an outstanding development utilizing Opportunity Zone funding mechanisms that will revitalize a blighted downtown block and bring new residents to the area. The development is also one more step closer in enhancing the connection of downtown to a resurging REO Town. The development will also provide new property and income tax revenues to the City once it is constructed.

The Former Farnum Building

The redevelopment of the Farnum Building renamed “The Louie,” will improve one of downtown’s most prominent buildings. Located at 123 W. Allegan St, this \$20 million project will create 100 and retain 25 full time equivalent (FTE) jobs in the city. This building was the former home of the Michigan Senate which has been vacant for several years. Badly outdated, functionally obsolete, and in need of extensive asbestos abatement, the property has major barriers to redevelopment. The Lansing Brownfield Redevelopment Authority worked with the City and Developer to craft a brownfield plan that will utilize a portion of the new property taxes from private investment to reimburse the Developer for the extraordinary brownfield costs. The other portion of the new taxes will go the Lansing Tax Increment Finance Authority (TIFA) to finance public infrastructure in downtown Lansing.

The Former Temple Club Building

One of Old Town’s most storied buildings, the former Temple Club, will undergo a \$9 million redevelopment to transform into a modern mixed-used apartment building. The long vacant, historic and functionally obsolete property has defeated the best efforts of several developers in the past. Now in partnership with Michigan Community Capital (MCC), a nonprofit organization, the LBRA has used a brownfield plan to allow this building to be redeveloped by the MCC. The building will include retail and office space on the first floor and be fitted for 31 apartment units above. A 2-story parking garage will be constructed next to the building. The revitalization of this iconic and highly visible building is a great step toward extending redevelopment out from Old Town and further east along East Cesar Chavez Avenue.

Holmes Street School Building

The former Holmes St. School, located at 1030 S. Holmes, is receiving a \$2.8 million investment which will be used for the rehabilitation of the existing, functionally obsolete former school building. This large and historic school building has sat vacant for almost 20 years as an eyesore detracting from the surrounding homes. Now the 31,000-sf building will come back alive and create a centerpiece and hub for the neighborhood. A total of 40 new studio and one-bedroom residential units are proposed for the redevelopment. The neighborhood surrounding the property will be strengthened and attract more investment in the adjacent single-family homes. Due to its size and placement in the neighborhood, the building and several acres of surrounding greenspace make the project property a natural center for the neighborhood. Redevelopment of the property will bring new residential options to the neighborhood and turn a blighted property into a historic, vibrant and active building that positively impacts the neighborhood.

Major LEDC Projects Under Construction in 2019

3600 Dunckel Road Apartment Community

The area surrounding Collins Rd is undergoing a rapid transformation. Construction on the \$52 million, 286-unit multifamily apartment community at 3600 Dunkel Rd is well underway. This new campus hopes to house students and medical professionals working at the nearby McLaren Hospital development, which is currently under construction. In working with the City and LBRA, the Developer has agreed as a part of the project to fund

\$500,000 in public infrastructure improvements adjacent to the site in the City. The Brownfield plan also directs a portion of the new property taxes and all new City income taxes to go to the City.

New McLaren Health Care Hospital

The new McLaren campus represents a \$550 million investment in the City of Lansing and will serve as a core component of the area's budding med-tech research corridor. In support and anticipation of the area's redevelopment, LEAP and the LEDC initiated a collaborative planning effort between the area's many stakeholders, which includes the City of Lansing, Michigan State University, MSU Foundation, and McLaren Health Care, among many others. This exciting effort continues into 2020 with a corridor study in collaboration with a MSU Urban Planning Practicum and the National Charrette Institute.

LEAP and the LEDC also continue to work with McLaren to repurpose the two existing McLaren facilities in Lansing. These two campuses offer great redevelopment opportunities in South Lansing and the LEDC and LBRA are ready to help make that happen.

Former EDS Building

Also, in progress is the redevelopment of the former EDS building at 930 W. Holmes, which will revitalize large, vacant and blighted property in south Lansing. Included in the redevelopment plans are streetscape improvements along Holmes Rd and S. Washington Ave. Great progress was made in 2019 on the redevelopment which includes 102,206 square feet of climate-controlled self-storage along with nearly \$500,000 in public infrastructure improvements. The project site and surrounding commercial property in the area of the S. Martin Luther King Jr. Blvd. and W. Holmes Rd. intersection form a key commercial center in South Lansing. However, many of the commercial properties are in poor condition and suffer from chronic vacancy making them an attractive nuisance that has led to vandalism, dumping, and other undesired activity. Infrastructure improvements to the property include new entranceways, the reduction of several acres of impervious asphalt parking lot and the addition of greenspace to alleviate drainage issues, as well as new landscaping and lighting in the public right-of-way. This project substantially improves infrastructure at the site and enhances the visual appeal of the area. The improvements to this property have already helped spur further private investment and redevelopment in surrounding properties.

Capital City Market

The Capital City Market 'mixed-use' project is being built on the corner of Michigan Avenue and Larch Street. The \$41.5 million development will provide a long-awaited urban grocery store in the downtown community, as well as a hotel, bar, and restaurant. The brownfield site has been demolished, cleared and vertical construction has proceeded on the project, located at 600 E Michigan Ave. The project is expected to be complete by the end of 2020.

Capital View Apartments

The property located at 310 North Seymore was for many years owned and operated by the Lansing Housing Commission (LHC). Then in the year 2000 a fire at the building and the efforts to put it out severely damaged the property and shortly after the property was vacated. After years of standing empty, the property deteriorated to the point where it was too hazardous to even enter without wearing the proper hazmat clothing and breathing apparatus. Now with the use of the LBRA's brownfield program, this challenging property will be transformed from a dangerous place to a building full of life and activities further energizing the downtown and putting more people out and about 24/7. Construction is finishing up at and leasing of the building's 96 micro units begins in February 2020.

Metro Place Apartments

Similarly, Metro Place Apartments, located on the former YMCA site, will bring 145 apartment units online in

2020. Combined, these projects represent a \$40 million investment in the revitalization of downtown Lansing. When added to the apartments in the Capital City Market and Lake Trust developments, nearly 450 new downtown housing units will be coming online by 2022. These developments provide an attractive range of housing options for new residents, which will contribute to improved economic vitality downtown.

Provident Place

This nearly complete project included a complete demolition and redevelopment of the vacant and functionally obsolete property located at 2216 – 2224 E. Michigan Avenue. The mixed-use development includes the construction of a 4-story building with 6,000 to 9,500 sf of office/retail use on the first floor and between 33 and 37 residential units. The new structure will also have underground parking. Total Capital Investment: Property and Building Improvements is estimated at \$ 7 million.

2019 Projects Compared to Previous Years

In Economic Development, it is helpful to put current results in context with previous years to gain a historical perspective. From 2008 to 2018, the LEDC averaged 13 approved projects per year, leveraging an average of \$233 million of private investment, creating 548 new jobs, and retaining 487 jobs each year in Lansing. In 2019, the LEDC approved 15 projects that totaled \$311 million in private investment, creating 421 new FTE jobs and retaining 25. These numbers reflect the fact that most of the larger projects were Real Estate or Place Based and Brownfield Redevelopment projects which typically have higher levels of investment but lower numbers of job creation and retention.

Projects in the Pipeline

The typical economic development project takes several years to go from an idea (Lead) to a plan (Prospect) to an approved project. The LEDC closed the year 2019 with many exciting and promising projects in the works for 2020. Currently, there are a couple dozen projects at either the Lead or Prospect stage, representing millions more in private investment and the creation or retention of hundreds of jobs in Lansing. Looking forward in 2020, the LEDC has the potential to have an extraordinary year for economic development projects.

Facade Improvement Program

The City of Lansing introduced the Corridor Façade Grant Program, also known as the Façade Improvement Program, in 2017 as part of an ongoing commitment to help local businesses thrive and expand. Due to the success of the FY 2017/2018 and 2018/2019 programs, City Council increased funding for the program from \$150,000 to \$162,500 for FY 2019/2020.

The program is designed to assist business owners in making improvements to the exterior of their commercial properties. Enhancements can include new siding, architectural features, signage, lighting, awnings and more. The program requires applicants to provide a dollar-for-dollar match in order to receive the grant.

In order to reach the maximum number of businesses, different tools were used in 2019 for marketing and promoting the program including mass mailing, social media and community outreach. Approximately 2,500 program postcards were delivered to the businesses in the City of Lansing. A separate URL (www.purelansing.com/facadeprogram) has been created with program details and pre-application form. LEAP partnered with 7C Lingo, a multi-language support center, to provide program details in multiple languages including Arabic, Spanish and Mandarin to provide equal opportunity to all populations.

A Design Committee was established to review and analyze the facade project applications. The committee is comprised of local design, building & safety, neighborhood and business experts. The committee recommends projects for Mayor's final approval. After successful completion of façade projects, Mayor Schor hosts a ribbon cutting at the business location, and the businesses' stories are featured on LEAP as well as the City's social media channels.

The Façade Program recipients are in all quadrants of the city and are on well-traveled corridors. In 2019, a total of \$180,826 has been committed in grant funding, leveraging over \$586,532 of private investment toward façade improvements.

Facade Projects Completed

Business Name	Address	Grant Type	Grant Amount	Total Cost	Private Investment
Piazzano's	1825 N Grand River Ave	Full Grant	\$20,000	\$200,000	\$180,000
Community Realty LLC	2325 S Cedar St	Micro Grant	\$9,597.50	\$35,000	\$25,403
909 & 913 W Saginaw	909 & 913 W Saginaw	Full Grant	\$18,375	\$36,750	\$18,375
Soldan's Pet Supplies	5200 S MLK Jr. Blvd	Micro Grant	\$7,354.98	\$17,251	\$9,896
Biggby Coffee	2002 W. Saginaw	Full Grant	\$20,000	\$40,450	\$20,450
Auto Wash	5401 S Pennsylvania Ave	Full Grant	\$13,500	\$27,000	\$13,500
The Camera Shop	6006 S Pennsylvania Ave	Design Grant	\$1,875	-	-
Wheel House Studio	1103 S. Washington Ave	Micro Grant	\$4,478	\$10,000	\$5,522
REACH Art Studio	1800-1814 S. Washington Ave	Design Grant/ Full Grant	\$1,500/ \$18,500	\$60,500	\$40,500
204 E Caesar Chavez	204 Caesar E. Chavez	Full Grant	\$16,020	\$44,000	\$27,980
Bake N Cakes	6030 S. MLK	Micro Grant	\$7,933	\$16,616.51	8,683.51
Mourer Foster Inc.	615 N Capitol Ave	Micro Grant	\$7,500	\$15,000	\$7,500
Lam's Sweeper Shop	2511 E. Michigan Ave	Design Grant	\$2,000	-	-
Cedar Auto Sales	5351 S. Pennsylvania Ave	Full Grant	\$10,192.50	\$21,385	\$11,192.50
1033 S. Washington Ave	1033 S. Washington Ave	Full Grant	\$20,000	\$94,273	\$74,273
1603 Turner St	1603 Turner St	Design Grant	\$2,000	-	-

Corridor Improvement Authority

In 2005, the Michigan Legislature enacted Public Act 280 (which is now called Act 57 of 2018), the Corridor Improvement Authority Act, allowing cities, villages, and townships to create a Corridor Improvement Authority (CIA), which allows the use of tax increment financing (TIF) to make capital improvements within an established commercial district.

The City has a total of four corridor improvement authorities. In 2009, Saginaw Street and Michigan Avenue corridor improvement authorities were established and in 2019 both of their Development and TIF plans were

approved. Two new corridor improvement authorities were established in 2019 on South Martin Luther King Boulevard and North Grand River.

Michigan Avenue Corridor Improvement Authority

“Good health is contagious, Catch some on the East Side”

Michigan Corridor Improvement Authority Established in November 2009

Designated Area - 500 feet north and south of the centerline of Michigan Avenue | The eastern edge of the Pere Marquette Rail Line in the City of Lansing to the west to the Lansing City limit to the east.

Members	Appointments & Terms
Yvette Collins, Recording Secretary	Appointed August 2018 for 6/30/2021
Joan Nelson, Vice Chair	Reappointed for 6/30/2019
Joseph Ruth	Reappointed in November 2018 for 6/30/2022
Scott Gillespie	Reappointed in December 2018 for 6/30/2021
Jonathan Lum, Chair	Reappointed in November 2018 for 6/30/2020
Elaine Barr, Treasurer	Appointed in May 2018 for 6/30/2023
Andrea McSwain	Appointed in December 2018 as Mayor’s Designee
Laurie Strauss Baumer	Appointed in September 2019 for 6/30/2022

Current Status

One new member was appointed in 2019 and one member was reappointed in 2019. The MACIA updated and approved their Development and TIF Plan in August 2019. It was later approved by the Lansing City Council in November.

MACIA Goals

Now that the MACIA Development and TIF plan is approved the MACIA can continue working towards their goals. The MACIA intends to prioritize funds around accentuating and enhancing new and existing infrastructure, in line with the City of Lansing’s Capital Improvement Plan, and conceptually focuses on enabling multi-modal transit, complete streets and creating sense of place. This entails the installation of benches, trashcans, landscaping, pedestrian lighting, median treatments, bicycle racks, public art, banners, wayfinding signage and other needed placemaking elements.

The MACIA acknowledges the benefit of cohesive planning, visioning and marketing identified properties and proposes to correct and prevent deterioration through leading proactive activities like evaluating current properties, engaging with current property owners and assisting with marketing available properties, when appropriate. With Lansing Economic Area Partnership, the authority will identify and pursue city, state and federal incentives and any other applicable grant programs that align with the goals of the MACIA. The MACIA proposes to offer incentives like facade grant programs, if funding is available, to assist with building improvements and restoration. To protect existing corridor assets, CIA proposes to support and strengthen commercial code compliance and coordinate with the City of Lansing and community-based organizations on events to clean and beautify the corridor. The MACIA will work closely with community-based organizations and organized neighborhood groups on community engagement and planning for projects on corridor, including development of strategies for transition between commercial and residential.

Saginaw Street Corridor Improvement Authority

Saginaw Street Corridor Improvement Authority Established in August 2009

Designated Area- 500 feet north and 500 feet south of the centerline of Saginaw Street | The western city limits along Saginaw Street, east to Pennsylvania Avenue.

Members	Appointments & Terms
Tiffany Dowling	Appointed in August 2017 for 6/30/2020
Jonathan Lukco, Chair	Reappointed in June 2019 for 6/30/2023
Diane Sanborn, Treasurer	Appointed in December 2018 for 6/30/2022
VACANT, Sean Hammond, Vice Chair	Appointed in December 2018 for 6/30/2020
VACANT, Claire Corr, Recording Secretary	Reappointed in July 2018 for 6/30/2022
Jessica Yorko	Appointed in December 2018 for 6/30/2021
Jim Houthoofd	Appointed February 2019 for 6/30/2021

Current Status

The Saginaw Street Corridor Improvement Authority (SSCIA) has appointed one new member and reappointed one member in 2019. The SSCIA updated and approved their Development and TIF Plan in August. In November 2019 it was approved by the Lansing City Council.

SSCIA Goals

The SSCIA Development and TIF Plan was approved at the end of 2019. The SSCIA intends to focus on projects in four categories used by the National Main Street Model – Design, Economic Restructuring, Organization, and Promotions/Marketing. The SSCIA plans to work with the stakeholders of Saginaw Street to incorporate new and innovative features like adding greenery, trees, and public spaces along both the Saginaw and Oakland corridors making it an inviting corridor that can support a variety of retail and other businesses.

The SSCIA will work towards creating the Saginaw-Oakland corridor into a healthy commercial core by commercial property code enforcement, filling vacant buildings, façade improvement, and infill development on vacant parcels. The authority intends to establish business recruitment programs and revolving micro-loan fund to attract and assist new businesses and development to the district. Additionally, in order to successfully accomplish commercial corridor revitalization, fundraising and volunteer development will be carried out. The authority aims to market and brand the district to draw in a strong customer base, help businesses thrive, create a unique gathering place for residents and visitors, and promote a positive image of the Saginaw corridor through a variety of cooperative marketing.

Current Status

In 2019, an exploratory committee was created for S. MLK corridor with key players and stakeholders along the corridor. The committee discussed the opportunities, needs and development priorities for the corridor. Based on the meetings with the committee, a feasibility determination with priority projects and tax projections were presented to Mayor Schor for approval and founding resolutions and designated areas for the CIAs were proposed to the City Council for consideration.

The S. MLK district and authority was established in December 2019 with the approval of City Council. The next steps for the S. MLK CIA will be to populate the Authority with residents, business owners, and members with interest to the S. MLK corridor. In 2020, the Authority will be working towards creating a Development and Finance Plan, which will allow for more planning efforts for feasibility studies along S. MLK corridor.

S. MLK CIA Goals

The S. MLK CIA goals for the corridor are in line with the City's Master Plan and the City of Lansing's Capital Improvement Plan. The exploratory committee in 2019 discussed several key areas to focus on for the corridor:

- Improve connectivity to neighborhoods
- Revitalization of vacant spaces
- Multi-modal transportation
- Develop programs for business attraction and development
- Streetscape enhancement

The S. MLK CIA will address these focus areas as well as explore other areas in 2020 by gathering more public input.

North Grand River Corridor Improvement Authority

North Grand River CIA Established in December 2019

Designated Area - 500 feet of the centerline of North Grand River and branches | The eastern edge on Franette Road to the west to Old US 27 on East North Street, with branches on North Martin Luther King Blvd, Turner Road and Capital City Boulevard.

Current Status

In 2019, stakeholders and key players of North Grand River, also known as the Gateway Corridor, were brought together as an exploratory committee. The goal of the committee was to understand the corridor better, the opportunities, needs and development priorities for North Grand River. Based on these meetings the feasibility determination with priority projects and tax projections were presented to Mayor Schor for approval and founding resolutions and designated areas were proposed to the City Council. The district and the authority was established in December 2019 with the approval of City Council. Now that the CIA is established, the next steps will be to populate the board with business owners, residents, and members from North Grand River, as well as create bylaws for the Authority. For 2020, it will be important to fill the board and to start working towards creating a Development and Finance Plan which will lay out the priorities for the corridor.

N. Grand River CIA Goals

The North Grand River CIA (the Gateway Corridor) exploratory committees reviewed the City of Lansing Master Plan and the Capital Improvement Program. This help aligned their goals and priorities for the corridor as the following:

- Create a welcoming and inclusive gateway corridor
- Establish a well-connected and accessible corridor
- Streetscape improvements
- Revitalization of empty buildings
- Form new programs for business development and attraction

These goals will be addressed by the Authority in 2020 and other focus areas might be determined after gathering more public input.

Opportunity Zones

Opportunity Zones are a community development program established by Congress in the Tax Cuts and Jobs Act of 2017 to encourage long-term private sector investments in targeted urban and rural communities nationwide. The Opportunity Zones program provides a tax incentive for investors to re-invest their unrealized capital gains into Opportunity Funds that are dedicated to investing into designated Opportunity Zones.

The City of Lansing has designated seven opportunity zones in widespread priority areas, which will potentially help attract investors and capital to improve vital corridors in the city.

Designated Area	Census Tract
N. Cedar / Larch Corridor	66
S. MLK Corridor, Southwest Lansing	37, 36.02, 51
S. Cedar Corridor - West/I-96	53.03
N. Grand River Corridor	33.01
Downtown Lansing / Washington Sq.	67

An interactive map for Opportunity Zones in the City of Lansing was created, highlighting the designated areas and showcasing available properties and businesses in those areas. Prospectuses on the designated districts of the City have been created underlining the significance of the district and available opportunities. The information on Opportunity Zones in the City is available at www.purelansing.com/opportunityzones/lansing. City of Lansing is one of the 27 cities in the nation to create an Opportunity Zones Investment Prospectus which is available at <http://www.acceleratorforamerica.com>.

To market and promote the program, several tools are utilized including collaborating with the experts for blog posts and video blogs. In 2019, LEAP's team worked with Accelerator for America and the Meeting of the Minds to promote Opportunity Zones of the City of Lansing.

LEAP has created the Opportunity Zones Network with local and national experts to educate and facilitate potential investors and developers interested in businesses/properties in the opportunity zones in the City of Lansing and the region. Local and national financial institutions, law firms, real estate development firms, community development organizations and municipalities are some of the members of the network.

Southwest Lansing Initiative

The Southwest Lansing Initiative began in 2016 with the Southwest Lansing Action Plan. The Plan process was managed by LEAP and outlined community-driven steps to increase investment, support businesses, and create public amenities in the Pleasant Grove and Holmes area. Following the opening of Beacon SW Soccer Field in December 2018, Mayor Schor issued an Executive Order to establish and officially name Beacon Park in April 2019. In May, the KaBOOM Playground was installed by dozens of community volunteers.

Throughout 2019 planning continued for additional investments in community amenities including the development of a Town Square at Pleasant Grove Plaza and a walking path around Beacon Park. These activities are anticipated to get underway or be completed in 2020.

The Lansing Invest Health Team (a multisectoral group that includes representatives from the City of Lansing, LEAP, Ingham County Health Department, Lansing School District, Sparrow Health, and Southside Community Coalition) received a third-round grant award from the Reinvestment Fund in April 2019. This award helps continue the Team's efforts to advance policies and practices that support built environment projects as identi-

fied through the Southwest Lansing Initiative. The award supports ongoing coordination and capacity building among stakeholders. The grant will also be used to engage community members in a facilitation effort around equitable community development efforts and to implement pre-development activities necessary to drive further investment in the area.

In December 2019, Ferguson Development announced plans to redevelop the former Pleasant Grove School at the intersection of Pleasant Grove and Holmes. Plans include the development of a medical services facility, additional community and commercial space, and potential residential units. The redevelopment of the property has been a primary focus of the Southwest Lansing Initiative and this announcement is a very positive step towards achieving significant private investment in Southwest Lansing.

Business Financing Assistance Program (BFAP)

A \$50,000 loan/collateral guarantee was approved for CB Mining, a new circuit board recycling operation, but this start-up business attraction project was ultimately unsuccessful. Additionally, a \$143,100 loan was approved for Pablo' Mexican Restaurant, but this project did not materialize. No other LEDC Business Assistance Program Financing was approved in 2019.

Sleepwalker Spirit and Ales, which received a BFAP loan in late 2017, opened its REO Town location in October 2019. Additionally, 517 Coffee Company, which was approved for a BFAP micro-loan in November 2018, closed on financing in 2019 and continues to complete plan approval. 517 Coffee Company plans to complete renovations for its new roasting operations and café location in the Pleasant Grove Plaza for a 2020 opening.

Community Development Block Grant (CDBG) - Facade Grant

The LEDC managed a CDBG facade grant program in Southwest Lansing. In 2018, 1910 Market at 2201 W. Holmes Rd was awarded a grant. The overall project was \$65,400, where \$49,050 was awarded and \$16,350 was matched. The project included new siding, entryway, lighting, awnings, and signage. The project was completed in 2019.

EPA Brownfield Coalition Assessment Grant - FY2019

The U.S. Environmental Protection Agency (EPA) awarded the Lansing Regional Brownfields Coalition a \$600,000 Brownfields Assessment Coalition Grant in June 2019. This grant is intended to stimulate brownfield revitalization through environmental assessments, cleanup and redevelopment plans across the tri-county area: Clinton, Eaton, and Ingham counties.

Brownfields are properties such as former industrial sites, closed gas stations, dumps, or other sites that are vacant or underutilized due to contamination, perceived contamination, or blight. The cleanup and revitalization of brownfields can provide many community benefits, including protection of public health and the environment, opportunities for economic development, opportunities to grow advanced manufacturing and create jobs, neighborhood improvement, opportunities for creation of parks and community spaces, protect our shared water resources, and other benefits.

The Lansing region, including the Lansing Brownfield Redevelopment Authority (LBRA), the City of Lansing, the City of East Lansing, Clinton County, Eaton County, and Ingham County, have worked together in collaboration to revitalize brownfields and secure more resources for redevelopment of these sites for both the individual communities and the environmental health of the broader region. These entities formed the "Lansing Regional Brownfields Coalition" (LRBC) in order to address the challenge of many brownfield sites throughout our community. The LRBC was last awarded the EPA Coalition Assessment Grant in FY2015 for \$500,000 in which the LBRA was the applicant in partnership with the region. The FY2015 grant has been fully expended and funded vital assessment activities at 42 brownfield sites throughout the region, 17 of which are located in the City of Lansing, including for the LorAnn Oils expansion, Oliver Towers Project, and the Provident Place Development on Michigan Avenue.

Property owners and developers can apply through a project intake form for hazardous substance and/or petroleum-based Phase I and Phase II environmental assessments, Due Care Plans, Baseline Environmental Assessments, and more. The grant window is from October 1, 2019 to September 30, 2022 and project intake requests are reviewed on a first come, first served basis for potential approval. More information, as well as the Project Intake Form, can be found at <http://www.purelansing.com/epa>.

Looking Forward to 2020

In 2020 the LEDC expects another good year for the City of Lansing. Our pipeline is full of projects and we have laid the foundation for continued economic growth throughout the entire City. There will always be new economic challenges to be met in the ever changing and always competitive world we live in. The LEDC has been facing these challenges successfully for over 20 years and we plan to continue to do so. By working together in public/private partnerships we will all share in the benefits of economic development.

LANSING ENTERTAINMENT & PUBLIC FACILITIES AUTHORITY

Scott Keith, President & CEO

Department Description

The Lansing Entertainment & Public Facilities Authority (LEPFA) is governmental agency of the City of Lansing, providing professional management in the administration, operation, marketing and maintenance of the Lansing Center, Cooley Law School Stadium, Groesbeck Golf Course and other community/regional interest events and activities.



Accomplishments in 2019

Lansing Entertainment & Public Facilities Authority (LEPFA) saw much change in the FY19 year. Change in convention cycles, stagnant economic growth, parking challenges in proximity to our properties, and increasing development of business/meeting/entertainment offerings continue to be challenges towards increasing revenue growth for the Lansing Center. LEPFA took over management of Silver Bells in the City, while also assisting the City in the launch of the Lansing Ignite. The final settlement of the closure of the City Market is complete and the building has been turned over to the City Department of Economic Development & Planning. Groesbeck Golf Course continued to improve its business while lowering the subsidy of the City. Lugnuts saw a slight decrease in attendance while increasing other events and activities at the stadium. LEPFA properties and events created nearly \$90M in economic impact this past year for our region. LEPFA continues to work to find regional funding support for the properties and events it manages. LEPFA received a unmodified, clean audit for FY19. New point of sale systems for all properties. Workers comp insurance reduction by \$20k.



The Lansing Center (LC) held over 250+ events this past year with nearly 600 event days. Over 220,000 people attended events at the LC throughout the year. Over 23,000 directly attributable room nights. The Lansing Center exceeded the national average for occupancy for similar size venue in a similar size market by 3%. The Lansing Center contributed over 19,000 pounds of re-usable food items to the Greater Lansing Food Bank, while continued to offer opportunities to staff and our events/facilities to help those in need in our community. Largest single internet usage purchase ever and increase in annual internet purchase by over \$35k. The Lansing Center is currently working on the opportunity to enter into a sponsorship partnership to name the facility. A focus on increasing revenues through sales plans to retain current business at 90% or higher, while attracting new business to fill the calendar gaps. New business is focused on business that will have impact on hotel room nights, LC revenue, and overall economic impact for the region.

The Facility Audit was key this year as plans will need to move forward on improving the Lansing Center to maintain industry standards and customer expectations. The focus was on the overall conditions of the facility while also paying attention to the operational standards expected of competitive events center.



During the 2019 season the Lugnuts saw 316,961 people in attendance and per cap spending of \$17.22 in food & beverage, along with an additional \$1.69 in retail per cap spending. Special events at the stadium including over 200+ “non-baseball” events. Over 6,000 people attended the I Love the 90’s Concert (as part of Common Ground Music Festival), nearly 4,000 people attended the beer festival. Attendance at events at the stadium increased 5% over last year. Per cap spending increased in F&B, increasing the economic impact of the stadium by nearly 3% year over year. The team was also recognized for its promotional calendar by winning the Larry McPhail award for best promotional schedule for the Midwest League (16 teams) and earning the “MiLB Promotion of the week” on ESPN for our “Tribute to Burt Reynold’s Night”.

Lansing Ignite kicked off its inaugural season drawing in 49,084 fans which was good for 3rd highest in USL League 1. The fan base came from 253 unique zip codes and merchandise was well received – finishing 2nd overall in the league in sales. F&B per cap ended at \$12.63 while retail sales per cap ended at \$2.91. The team finished 2nd in the regular season standings drawing a playoff berth in its inaugural year. Ignite also received some recognition on SportsCenter earning the #3 highlight on the Top 10 for a bicycle kick goal by Elma Nfor early in the season.



A focus on improving the overall customer experience was a priority for LEPFA in year one with an emphasis on changing the culture of customer service while not losing the site of the golf course experience. This year we focused on the service and product visuals and conveniences that would enhance the golf experience from the time they arrived to when they departed. We added all new signage at main entrance and throughout the course. In addition to the enhanced staffing that we added in 2018, we added a pro shop with more offerings, a TV in the clubhouse to promote golf specials, tournaments and outings, made improvements to our website www.groesbeckgolfcourse.com where you can view details regarding the course, make reservations, purchase passes, and just recently added drone footage of all 18 holes for the golfer experiencing the course for the first time. We made improvements to our App where a golfer can make their reservations conveniently with many features like tracking their rounds. We added technology to the beverage cart so that our golfers on the course could pay with a credit card there and not give it to the beverage cart person to charge it at the clubhouse. We added all new directional signage at main entrance and throughout the course including new tee marker signage on the front nine so that it would mimic the back nine. And lastly, we added a golf simulator to our offerings indoors for incremental revenue in the offseason. We feel that we will be able to offer a unique, private experience that the other places can’t offer. In a modified season, we were able to fill both the league and lesson sessions. We also offered individual a la cart lessons to those that would like to polish up their game, or public rental by the hour and choose from over 100 courses to play.

As our Golf Pro and his team focused on the arrival elements, our Superintendent and his team were working on the product elements of the course. We refinished all of the ball washers on the course, we repaired/replaced

faulty irrigation lines on fairway #9, and pumps in a few of the ponds that were not working to better alleviate water flow from pond to pond. We replaced most of the bunkers with real sand and now working on bringing them back to their original condition and size. We replaced many tee boxes this year with new sod and re-shape them for better drainage. We increased the size of #6 green to make a better approach along with elevating the back bunkers to improved. Taking feedback from our survey last year, our Superintendent has worked diligently on improving green and fairway play as well as the foliage around the ponds. His team also did a complete renovation of the maintenance (north end) restrooms over the winter and updated the landscaping around them. Re-paved the clubhouse circle to improve the appearance as you drive up to the clubhouse. Added first aid supplies and AED to the course safety kit. Directional signage has also been placed before #8, after #13 and at the restrooms to assist our customers where to go. And we are also excited to have added a simulator to the course. We feel that we will be able to offer a unique, private experience that the other places can't offer. We have added two sessions this year in the fall and spring that will have two person senior and adult league offerings. We also are offering lessons to those that would like to polish up their game, or you can rent it out by the hour and choose from over 100 courses to play.

LEPFA set a goal of increasing revenues for the FY2019 budget and had a budget revenue goal of \$432,750. While we actually saw revenues exceed the goal by over \$50,000 (total of \$483,775) mostly due to increases in food & beverage sales (nearly 50% increase due to increased course cart sales and new food/beverage offerings), merchandise sales, online sales, and new offerings; we still have some opportunities for revenue growth in the sponsorship area and outings.

We increased rounds played by 10% resulting in nearly 24,000 rounds played. The increase in rounds played can be contributed to a variety of increases, such as:

- Outings and tournaments increased by nearly 50%
- Friday golf/lunch special increased by nearly 20% with a new daily record of 162 golfers in a day
- Increase in season passes from 12 in 2018 to 18 in 2019
- Decreased comp rounds by 300
- Increased Holiday Special rounds by 38%
- Continued partnership with Michigan High School Athletic Association (MHSAA) allowed for Groesbeck to independently host high school tournaments (up 50% over 2018)
- Greater Lansing Amateur Golf Association Match Play Championship
- Lansing Fire Department Golf outing
- Continued Youth on Course partnership (up 144% over 2018)
- Continued successful Groesbeck independent tournaments: Parent/Child tourney, Superintendents Revenge tourney
- Added Resident rate

LANSING CENTER PERFORMANCE MEASURES/FINANCIAL/ECONOMIC IMPACT 2018					
Overall Assessment	Exceeded Expectations	Met Expectations	Expectations Not Met	N/A	# of non-N/A Responders
Overall Satisfaction with Lansing Center	42	31	1	1	74
Percentage	57%	42%	1%	1%	

LANSING CENTER PERFORMANCE MEASURES/FINANCIAL/ECONOMIC IMPACT 2019

Overall Assessment	Exceeded Expectations	Met Expectations	Expectations Not Met	N/A	# of non-N/A Responders
Overall Satisfaction with Lansing Center	28	26	3	1	57
Percentage	48%	46%	5%	1%	

OCCUPANCY

	Contracted Occupancy	Used Occupancy
2018	58.55%	61.7%
2019	52.79%	56.83%
Difference	5.76%	4.87%
National Average	51.9%	

HOTEL ROOM NIGHTS (LC ATTRIBUTABLE)

2018	25,410
2019	23,255
Difference	2,155

GROESBECK GOLF COURSE

	Rounds Played
FY 17	14,702 (not under LEPFA management)
FY 18	21,523
FY 19	23,646
Difference	2,123

OPERATING REVENUES					
	Lansing Center	Cooley Stad.	City Market	Groesbeck	Total
FY 18	\$7,019,694	\$31,961	\$96,807	\$206,363	\$7,354,825
FY 19	\$6,108,875	\$13,865	\$76,718	\$525,426	\$6,724,884
Difference	\$910,819	\$18,096	\$20,089	\$319,063	\$629,941

OPERATING EXPENSES					
	Lansing Center	Cooley Stad.	City Market	Groesbeck	Total
FY 18	\$8,018,763	\$436,195	\$149,037	\$246,871	\$8,850,866
FY 19	\$7,593,757	\$383,855	\$147,630	\$564,248	\$8,689,490
Difference	\$425,006	\$52,340	\$1,407	\$317,377	\$161,376

NET POSITION COMPARISON					
	Lansing Center	Cooley Stad.	City Market	Groesbeck	Total
FY 18	\$1,260,497	\$24,811	\$54,099	\$167,042	\$1,506,449
FY 19	\$910,351	\$65,473	\$23,887	\$271,220	\$1,044,072
Difference	\$350,146	\$40,662	\$30,212	\$104,178	\$462,377

ECONOMIC IMPACT					
	Lansing Center	Cooley Stad.	City Market	Groesbeck	Total
FY 18	\$65,609,374	\$13,644,597	\$252,422	\$4,901,030	\$84,407,423
FY 19	\$63,263,839	\$14,053,935	\$176,695	\$12,064,545	\$89,559,014
Difference	\$2,345,535	\$409,338	\$75,727	\$7,163,515	\$5,151,591

Revenues at the Lansing Center in 2019 decreased from the 2018 revenues by more than 8%, and occupancy decreased by 5%. These decreases were due to the cycle of major conventions. Lansing Center was able to maintain itself above the national average for convention centers of like size (even in a year which is our lowest year of convention business cycle). During 2019, the Lansing Center had an overall economic impact of \$63M, this slight decrease is due to a slight decrease in hotel usage, event usage, and overall business change. Other facilities and events saw a slight increase in economic impact due to more events and attendees.

Cooley Law School Stadium saw an increase in events in 2019 due to the continued allowance for the Lugnuts to produce additional non-baseball events. Event revenues to LEPFA decreased to \$13,137. Expenses decreased by \$52,340, mostly due to cost containment and preventative maintenance. Net position increased by \$40,662. The overall economic impact of operations at Cooley Law School Stadium was \$14M.

Overall Economic Impact for LEPFA managed properties and events was nearly \$90M. This increase was due to the increase of attendance at all properties and events, addition of Silver Bells in the City, as well as other economic factors such as increased consumer spending and inflation.

35th Annual Silver Bells in the City

Downtown Lansing was aglow once again for the 35th Anniversary edition ('80's retro-throwback) of Silver Bells in the City on Friday, November 22. This event brought together more than 60,000 family and friends from all over Michigan and beyond to celebrate the start of the holiday season.

The event featured numerous activities and special outdoor performances, all highlighted by the 23rd Annual Electric Light Parade complete with an assortment of 81 illuminated floats, carriages and marching bands. 2019 Grand Marshals, Dan Petry and Dave Rozema, led the parade down Washington Square from the 1984 Detroit Tigers World Series championship team.

Immediately following the parade, crowds gathered 'round the state Christmas tree and joined in the highly anticipated countdown to the lighting of the State tree and Community Sing. Michigan native and Woodward Avenue Records recording artist, Ben Sharkey, led the crowd in holiday favorites.

After the lighting of the state Christmas tree, the sky was lit up as a spectacular firework display that cascaded over the Capitol dome. Then 1,000 people gathered at the Lansing Center to see the Mega 80's live in concert.

Silver Bells in the City was broadcast live on FOX 47 from 6-8 pm on Friday, November 22 and replayed on Thanksgiving Day, Black Friday and Post-NFL Sunday. The broadcast was hosted by Bob Hoffman, Sarah Swistak and Mark Buzzitta. The Lansing television viewership is made up of 5 counties: Clinton, Eaton, Ingham, Jackson and Hillsdale.

Note: In 2018, more than 52,000 households tuned in to watch the Silver Bells broadcasts. 2019 viewership numbers won't come in until the end of December 2019.

9th Annual Silver Bells 5K

The Silver Bells 5K took place on Saturday, November 23 with more than 900 runners. This 5K run/walk is chip-timed and participants receive a finishers medal and a long-sleeve tee. Awards were given for top finishers in several age groups. A costume contest was held for best 80's attire and traditional holiday



20th Annual Common Ground Music Festival

The annual music festival at Adado Riverfront Park in downtown Lansing hosted nearly 40,000 attendees. Such notable artists/acts as Brandi Carlisle, City and Colour, Robert Randolph & the Family Band, Zedd, Cole Swindell, Chris Janson, Tracy Lawrence, YG, Big boi, 2 Live Crew, and many more. Increases in sampling, marketing, and sponsor elements added to the festival experience. 55% of ticket sales came from outside our region with 8% of ticket sales coming from outside the state of Michigan, with purchases from 47 states. Over 300 directly attributable room nights during the event, over \$15,000 directly raised funding to local community non-profits, and 1,000+ volunteer hours for our community/city. Partnered with the Lugnuts on a stadium concert as part of CGMF, I Love the 90's concert featuring Vanilla Ice had over 6,000 in attendance.

Facility Improvements

Improvements to the internet infrastructure, riverside balcony repairs underway, replace/repair cooling tower at the Lansing Center; HVAC improvements, safety improvements, security camera and fiber connection between stadium and LC; drainage and pond work at golf course, installation of seasonal golf simulator, soccer installations and equipment. Phone system upgrades, lighting and audio infrastructure mapping.

Facility Audit of Lansing Center to be completed in early 2020. This audit will provide a complete analysis of the facility with recommendations for improvement and estimations on cost.

LEPFA U

Training sessions for staff are being held 2-3 times per year with each session focusing on a topic. This year topics included Autism Awareness, First Aid Mental Health, Financial Literacy, and Active Violence. CPR training of all full-time staff through LFD.

Employee of the Year Award

First Annual Don Fisher Award – Employee of the Year Award was awarded to Mike Loomis, Employee of the

Month – July 2018. Award was established to acknowledge Donald Fisher’s tenure and excellence as demonstrated by an Employee of the Month candidate throughout the year.

Grand Concert Series

The Grand Concert Series returned in the summer of 2019 for the fifth year, bringing jazz, country, hip-hop, tropical rock, gospel, R&B and pop to downtown Lansing’s Riverfront District. The Grand Concert Series featured fourteen artists that were enjoyed by more than 2,200 attendees from June through September at its new location, Lansing Center’s Riverfront Plaza.

LEPFA enjoyed working with local organizations to feature the most diverse offerings of music to date, including All of the Above Hip Hop Academy, MSU College of Music and T. Rose Inc. Through these partnerships, the community was able to experience a variety of artists and musical styles of entertainment all summer long, for free, at the Grand Concert Series.

Accessible access to the arts for our community is important to LEFPA. Through the generosity of our sponsors we were able to create a wonderful intimate outdoor setting for summer concerts and build a platform to highlight young talent like the Lansing Everett Jazz Ensemble, students from All of the Above Hip Hop Academy, The Dewitt Jr. High School Jazz Band, Kanin Elizabeth, Jessica and Jada, and Worship Without Words. The Grand Concert Series also allows us to showcase professionally seasoned artists like Ramona Collins, The Springtown Trio, The Brenda Loomis Band, Ozay Moore and the Pocket Exchange Band, Dee Hibbert and Company, Don Middlebrook, Psalmist William Crenshaw Jr. and Worshippers for Christ, and the MSU Professors of Jazz.



Margarita Fest

More than 900 people attended the event on Friday, May 31st on the Lansing Center’s Riverfront Plaza. Both VIP and general Admission tickets sold out prior to the event for the second straight year! Ten local bar and restaurants participated in this year’s event to show off their creative margarita concoctions. We will continue to grow the list for next year.

It was a beautiful day- sunny and warm, but not too hot. Many were dressed to impress, running the gamut from elegant floral dresses to Parrothead outfits. The costume contest included two mermaids, a man with a pineapple papier-Mache hat, last year’s winner wearing a large straw hat with various beach themed décor, and three friends coordinating tropical inspired outfits from head to toe, who were voted as this year’s winners by audience cheering.

As a result of last year’s survey, we added more entertainment during the festival. We welcomed a roaming mariachi band, Mariachi Cristal, which resulted in a lot of cell phone pictures and videos. In the gazebo, Third Coast Steel performed with their steel pan drums, adding more of an island feel to the event. Jammin’ DJs returned to keep the tunes going for everyone near the margarita tents. Maria tacos and Smoke ‘N Pig BBQ served up the cuisine that festival goers really enjoyed, while Sweet Sensations truck served the dessert.

2020 Goals/Mission

LEPFA continues to work on its mission to be an economic catalyst for downtown Lansing and the Lansing region. We are committed to service excellence, providing outstanding experiences for our guests, providing safe environments for all attending events, and developing strong relationships with our customers, sponsors, and partners.

Groesbeck Golf Course is seeing an increase in participation and food & beverage sales with an emphasis of attracting more golf outings, leagues, and players to enjoy the only public golf course in the City of Lansing.

LEPFA and the Lugnuts will continue the efforts of offering affordable fun entertainment as part of Cooley Law School Stadiums efforts to be a community jewel.

The Lansing Center seeks to increase its rental revenue and ancillary revenue by another 3% each. Increase customer satisfaction to “exceed expectations” over previous year. Naming rights partnership and new contracts with the GLCVB for additional funding should decrease operational support from the City of Lansing.

Completion of facility audit of Lansing Center and begin working on plan to make necessary improvements to the facility to keep it up to industry standards and maintain attractiveness to succeed in the meeting and events business.

An emphasis on working with other companies and organizations towards the development of new events and entertainment offerings for the coming year will enable LEPFA to work on its mission as a catalyst to enhance both local and regional economic growth.

National Youth Archery Competition



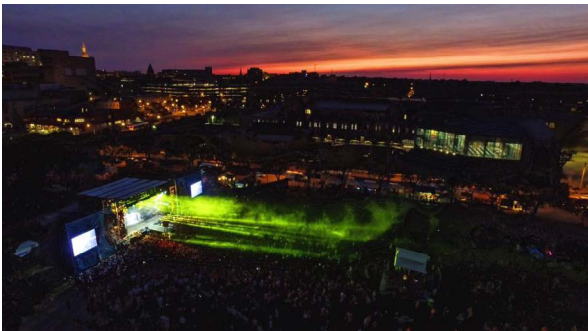
Muncianna Youth Volleyball Tournament



Michigan Association of Broadcasters Annual Convention



Prime Fest



Common Ground Music Festival 2019



Lansing Ignite



Holiday Lights at the Stadium



Fall Photo of Groesbeck Golf Course



Before



After



Before



After



Before



After



Before



After



Golf Simulator

